

STEPHANIE (STEPHY) MAKDAD

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400 Bay Street, Johnstown, PA 15902

814.270.5717

SKILLS

SOFTWARE

- Adobe Creative Suite (Acrobat Pro, Dreamweaver, Illustrator, InDesign, Photoshop), Microsoft Office, Microsoft Visual Studio
- Strong written and verbal communication skills
- Able to work as a member of a team or individually to complete tasks
- Able to produce work on both Apple and Windows operating systems

PROGRAMMING

- Responsive web design, HTML, CSS,
- Strong attention to detail and highly organized
- Able to prioritize and manage multiple tasks
- Flexible and able to adapt to change

WORK EXPERIENCE

Tribune Democrat/Johnstown Magazine -Johnstown, PA
Graphic Artist/Photographer

12/2017 - Present

- Design and execute print and digital ready advertisement
- Manage and produce graphics for a local grocery store chain
- Design and produce multi page graphics booklets for a local jewelry store
- Ensure advertisements meet deadlines
- Design and develop feature articles for the magazine
- Collaborate with sales staff to ensure customers satisfaction
- Conceptualize and execute photo shoots

KonaTel Inc -Johnstown, PA
UX Engineer

04/2016 - 06/2017

- Constructed marketing materials for sales staff for new service offerings
- Designed and maintained the corporate company's website, ensuring user-friendliness and functionality
- Collaborated with the project team, as well as the client, to develop a roadmap for client's business needs and goals
- Designed mock-ups for clients to show how our applications would look if integrated into their systems
- Developed user interface for in-house software based on functional specifications
- Ensured a high quality user experience by crafting high quality visual solutions
- Planned and implemented a quality assurance program for newly developed software

JC Ehrlich - Johnstown, PA
Customer Service Representative

3/2011 - 9/2015

- Provided personalized customer service for the customer's specific issue
- Built and managed schedules for field operatives
- Managed all customer inquiries to successful resolution and provided the customer with product information in a timely manner
- Maintained up-to-date knowledge of product information
- Complied with all industry regulations and policies and procedures
- Obtained and recorded pertinent customer information and interactions in appropriate systems
- Managed technician dispatch and coordination with business and residential clients

EDUCATION **Pittsburgh Technical College** - Oakdale, PA

Awarded: 07/2004

Associates in Specialized Technologies in Multimedia Development