

Wesley Harrison

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Objective

- To obtain a position with a diverse company as an Administrator, Desktop Publisher, Web Designer, or a position of equal challenge

Education

AAS WEB DEVELOPMENT & DESIGN | GRADUATED 12/17/2017 | PHI THETA KAPPA (HONORS)
PORTLAND COMMUNITY COLLEGE – PORTLAND, OR

Skills

**TYPING 65-70 WPM | ADOBE SOFTWARE (PHOTOSHOP/INDESIGN/ANIMATE/ILLUSTRATOR/
DREAMWEAVER/PREMIER) | HTML5 | CSS3 | WORDPRESS | MICROSOFT OFFICE SUITE |
MICROSOFT PUBLISHER | JQUERY | BOOTSTRAP | PHOTOGRAPHY**

Experience

FRAUD DETECTION COORD | CAPITAL ONE – TIGARD, OR | 2013-2015

- Investigate credit applications to detect fraud and conduct investigations to prevent identity theft utilizing various databases and online tools
- Customer interaction via telephone and correspondence advising of suspicious activity
- Coordinated with Sr. Unit Manager on marketing campaign for quality adherence; produced all marketing materials, web content, and presentation
- Designed web banners for upper management
- Coordinated and implemented group quarterly outings, including formal presentations
- Subject Matter Expert (SME) for incoming new hires; Floor-walker (supervisor) and Hot Seat assistance in training new hires
- Selected as participant in Management/Coaching program

SR. CUSTOMER SERVICE COORD | CAPITAL ONE – TIGARD, OR | 2012-2013

- Provided quality customer service via telephone/correspondence
- Maintained highest quality on call monitors; highest team score; and top metrics for all periods

FINE DINING - SERVER/BARTENDER | VARIOUS RESTAURANTS | 2002-2011

Ardivino's Desert Crossing, Sunland Park, NM 2006/2011

Dominic's Italian Restaurant, El Paso, TX 2005-2006

Cedar Creek Inn, Palm Springs, CA 2002-2005

ADMINISTRATOR | TEMPLE SINAI JEWISH COMMUNITY CENTER – PALM DESERT, CA | 2000-2002

- Responsible for all personnel (hiring/training) including office, kitchen, maintenance, and volunteer staffs
- Created and maintained fiscal budget; quarterly reports to Board of Directors
- Produced in-house monthly bulletin/newsletter and web content
- Scheduled and supervised all calendar events including concerts, dinners, festivals and school functions
- Customer service and support to 500-plus membership families

EXECUTIVE ASSISTANT TO PRODUCER | FABULOUS PALM SPRINGS FOLLIES – PALM SPRINGS, CA | 1998-2000

- Provided support to producer of long-running stage production, including all correspondence, schedules, and celebrity introductions/assistance
- Dispatched and managed company chauffeurs
- Designed, maintained, and produced monthly cast newsletter

DESKTOP PUBLISHER | THE FORUM CORP – BOSTON, MA | 1995-1998

- Produced marketing materials and online multimedia presentations
- Designed and maintained web pages for company intranet, including animations
- Team Leader for DuPont Leadership Development Series (partnership); supervised and produced team presentations in multimedia formats for off-site retreats of DuPont Executives and upper management; nominated for Chairman's Award

EXECUTIVE ASSISTANT/SECRETARY | ABT ASSOCIATES – CAMBRIDGE, MA | 1993-1995

- Produced contractual agreements, proposals, reports and graphic presentations
- General correspondence; maintained calendar of events; organized business lunches/staff parties

Awards

CAPITAL ONE "ROAR" AWARDS FOR TOP QUALITY (QTRLY) – 6 AWARDS

CAPITAL ONE ROCK STAR AWARD – HIGHEST QUALITY CUSTOMER SERVICE

CAPITAL ONE COACH PROGRAM – SELECTED BY UPPER MANAGEMENT FOR MANAGEMENT TRAINING

THE FORUM CORPORATION – CHAIRMAN'S AWARD NOMINEE

DUPONT LEADERSHIP DEVELOPMENT SERIES – DESKTOP PUBLISHING TEAM LEADER

PORTLAND COMMUNITY COLLEGE – PRESIDENT'S LIST (HIGHEST SEMESTER GPA HONOR)

APRIL 2016 | JULY 2016 | OCTOBER 2016 | JANUARY 2017

APRIL 2017 | JULY 2017 | OCTOBER 2017 | JANUARY 2018