

# Erin / Miller

8921 Joachim Ln  
Austin, TX 78717  
512.577.6927  
erin@mindboggles.net

If design will save the world, count me in.

## Education

### **Austin Community College**

*Earned Associates of Applied Science in Interactive Design (5.2010)  
Currently pursuing second Associates in Graphic Design*

## Experience

### **Live Oak Interactive and Hosting (8.2007 - 4.2008)**

#### *Hosting Support Technician*

As first point of contact for all incoming calls, provided Tier 1 level of technical support (email and domain issues)  
Assisted customers in registering new domains and setting up hosting packages, as well as hosting account transfers

#### *Office Management*

Was responsible for processing recurring billing for hosting accounts  
Received and distributed all incoming mail and packages

### **H.E.Butt Grocery Company (10.2002 - 5.2007)**

#### *Customer Service Representative (01.2005 - 5.2007)*

Aided customers needing assistance locating or selecting product  
Highly cross-trained; able to effectively work in multiple departments, including Cosmetics, DrugStore, Floral, Imaging ("Photo Lab"), and Scan  
Obtained high degree of familiarity with applications used within the company, including the company's inventory management, retail communication, and terminal software

#### *Checker (10.2002 - 01.2005)*

Unloaded, rang up, and bagged groceries  
Became intimately familiar with procedures for addressing problems as they arose

### **Technical Skills**

Proficient in Adobe Photoshop and Illustrator  
Familiar with Adobe InDesign, Dreamweaver and Flash  
Familiar with HTML/CSS