

VICTORIA ALLEN

Austell, GA · (770) 405-9926

Vallen22@gmail.com · www.tgmcdesign.com

Professional Summary

Experienced professional in managing expectations, project coordination, executing tasks based on client needs assessment and excellent interpersonal assistance for over ten years. Excited to combine my proven technical communication, video editing and design skills with a passion for customer service and the ability to fill the position.

Skills

- Microsoft Office Suite
- Customer Service and Interpersonal Skills
- Admin Assistance
- Adobe Creative Suite
- Microsoft Azure
- Communication Skills
- Typing Speed 35 WPM
- Technical Writing
- Team Leadership
- Staff Development
- VLOOKUP
- People Soft

Work History

Contract Graphic Artist

Vitalabs - McDonough, GA

04/2023 to 05/2023

- Used Corel Draw software to create page layouts, and managed solo projects.
- Worked as part of team, met project deadlines and presented final layouts to clients for approval.
- Animated images using related software, developed graphic design concepts, and developed design concepts.
- Presented designs, built websites, and prepared illustrations.
- Proficient in Adobe Creative Suite, InDesign, Photoshop, Illustrator, Acrobat, Freehand, Flash, Premier Pro, and DaVinci Resolve. Knowledge sets include graphic artist, graphic design, Typography.
- Worked in a fast paced environment, met and exceeded deadlines.

Freelance Graphic Artist

TGMD Consulting – Austell, GA

05/2012 to Current

- Conferred with clients and accomplished specific project requests to create original graphic illustrations, edited video clips, website design and written design project details.
- Implemented marketing strategies which resulted in 54% growth of customer viewing base.
- Responsible for advertisement creative design for prominent feature film Domestic Seduction.
- Initiated video introductions, and graphic content which were incorporated into the final advertisement used in feature film and other projects. Created and maintained organization webpages, social media and blogs.
- Video introductions and graphic content were incorporated into the final advertisement used for the feature film.

- Responsible for advertising and hiring multiple non-paid internship participants, manage administrative duties and personnel files.

Program Associate

Georgia Department of Transportation – Cartersville, GA

08/2004 to 02/2017

- Developed new log for utility application permits which resulted in better recall improvements.
- Implemented a document tracking system which resulted in 80% growth of customer participation.
- Developed new process for utility company correspondence which resulted in marked performance improvements.
- Researched and updated all required materials needed for internal and external patterns.
- Analyzed departmental documents for appropriate distribution and filing.

Personnelman Third Class

US Navy – Reserve

07/2003-06/2005

US Navy – Active

02/1998-06/2002

- Maintain enlisted and officer personal records for financial, health, life and annual leave benefits.
- Council members on education, exam advancement, and rank benefits.
- Provided career guidance, command recommendations, file maintenance, compiled correspondence material, and sorted/distributed mail. Maintained a **Secret and Confidential Clearance**.

Education

Bachelor of Science: Technical Communication Southern Polytechnic State University – Marietta, GA 2012

Certification: IT Professional **CourseCareers** - Atlanta, GA 2023

Affiliations

Courageous Worship Church – Media Dept.

Order of Eastern Star

National Society of Leadership and Success

Girl Scout Troop Leader

SKILLS AND TECHNOLOGIES

Microsoft Office Suite, Help Desk, Ticketing System, Azure, Network Security Groups, Firewalls, ACLs (Access Control Lists), Virtual Machines, Virtual Networks, Cloud Computing, Active Directory, File Permissions, Windows 10, Printers, iPhone and iPad Troubleshooting, ITIL Familiarity, OsTicket IIS, PowerShell, WireShark, Adobe Creative Suite CC, Video Editing, Graphic Design, Technical Writing, Virtual CSR, Logistics Coordinator, IT Support Associate, Business Analyst, Online Operations Agent, Technical Sales/BDR, Account Manager, Onboarding Specialist, Help Center Content Specialist, Social Media Manager, Jr. Marketing Manger