

# Melissa Douglas

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[gab@monsterink.com](mailto:gab@monsterink.com) – phone number by email request

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## Experience

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- Telcom Marketing**  
2006-Present  
**Customer Service/Tech Support Agent**  
Technical support, billing, the occasional technical writing, and customer service for phone-based software.
- Blue Sheep**  
2006  
**Office Assistant/Artist**  
Filing, backup artist, inventory, and phones.
- Suncoast/Musicland**  
2005  
**Sales Associate**  
General sales and customer service in retail. Stocking, cashiering, registrations.
- Scenic Service Specialists, INC**  
2005  
**Freelance Web Designer**  
Complete renovation of former site including design, photography, photo-editing, and installation of image gallery.
- Brigham Young University**  
2003-2004  
**Web Designer**  
Design, development, and management of the financial aid call center website. Daily tasks included data entry, text formatting, and archiving.

## Skills

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- Illustration/Graphic Design/Web Design**  
Extensive Experience with Web Design and Digital media using: Adobe Photoshop, OpenCanvas, HTML, JavaScript, CSS, Adobe GoLive! and DreamWeaver.  
Experienced in real media and digital.  
Skilled in MSWord and PowerPoint  
Working knowledge of Adobe Illustrator and ImageReady.

## Education

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- Brigham Young University**  
2003 – Present  
**Bachelor of Arts - Illustration**  
Advanced figure drawing, composition, color, animation, and computer graphics courses  
**English Minor**  
With an emphasis in Creative Writing & Writing for Children as well as experience with Technical & Persuasive Writing

**Online Portfolio** – <http://www.justgab.com/>