

Velda Christensen: Designer, Marketer, & Geek

Valuable cross-functional experience in Information Systems, Support, Design, and Marketing

Web Design and Marketing at Blendtec

Designed e-commerce interface, produced copy and design for print marketing materials, shot product and factory photography, and led Social Media. *2010–2011*

IT and Marketing at Hands-On Web Hosting

Tamed wild servers and helped grow the company to more than triple its initial size; designed product offerings, marketing materials, and website; provided and managed online sales and technical support. *2004–2009*

Systems Analyst at iLinc (Glyphics)

Managed phone support team, analyzed and improved seminar registration process, scoped and helped develop online registration system, wrote documentation, and provided training to call centers. *2003–2004*

Help Desk at Telescan LLC

Provided software phone support to Realtors, created support site to allow savvy users to help themselves. *1999–2001*

Tech and Supervisor at Techserv Systems Inc

Supported software and hardware for end-users over the phone; simplified troubleshooting process, received numerous awards for excellence in customer service, and managed a leading tech team. *1997–1999*

Freelancer, Volunteer, and Student

Skinned and upgraded various CMS and e-commerce platforms including WordPress and X-cart, designed standards-compliant user interfaces, provided product photography, volunteered design work for open-source projects, taught English as a second language, blogged, and maintained excellent grades while studying IT and Industrial Design. *1996–Current*

Comments

"She is one of the brightest and most dependable people I have ever worked with. I learned early in our relationship that I could count on her, and she never let me down."

-Perry Kassing, QA Director at iLinc

"Velda produces the highest-quality work in an efficient, professional manner. I simply cannot go too far in recommending her. If you have the opportunity to work with Velda, do so — you will not regret it."

-David Turnbull, President at SoftwareFor.org

"I have never in all my sixteen years of computing, and having had many, many contacts with Tech Support people been so completely amazed at one person's dedication to a company and its customers."

-Joan Osburn

"She is the kind of person that everyone in your department should endeavor to be. I am really impressed with your having a person of her caliber on your staff."

-John Fortiner

"Velda was patient, reassuring, helpful, competent, and effective ... I hope all your techs are as good."

-David Carter

"Next time you see your boss, let him know that some folks "back east" were just absolutely delighted to work with you, that you were knowledgeable, helpful, friendly, and accessible. Darned rare to find that anymore."

-Dave and Bill at Dupont's IT Department

"Velda is always quick to respond and knows how to solve problems as if they weren't problems in the first place. To top it off, she is fun, has a great sense of playfulness, and a superb eye for design."

-Cathy Malmrose, CEO at Zareason

Contact me anytime for an interview: (801) 753-8522 or velda@novapages.com