

Vickie L. Weed

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Customer-focused web/multimedia designer passionate about creating quality user experiences

Qualifications Summary:

Designer skilled in creating fresh designs with Adobe Creative Suite
Knowledgeable resource to other team members and clients
Producer/Team Leader for Responsive Website
Creator of client solutions

Education:

AA Web Development and Design	Harrisburg Area Community College	May 2014
BS Business Administration/French	Albright College	May 1985

Professional Experience:

Philadelphia Insurance Companies, Harrisburg, PA 2011-2013

Senior Account Executive

Managed deadlines and timelines to meet customer needs and corporate guidelines
Maintained client relationships to provide service
Supported Marketing Representatives to achieve goals
Attended classes and webinars to learn new products and developments

Travelers Insurance, Wyomissing and Mechanicsburg, PA 2001- 2010

Associate Account Executive

Promoted corporate brand, products and services to increase awareness
Identified clients' insurance needs and created solutions
Collaborated with other lines of business to meet client needs and grow premium levels.
Planned office annual holiday celebrations

Account Manager

Prioritized and managed assignments on multiple accounts
Detailed and organized documentation to support underwriting decisions
Responded to customer inquiries

Inside Property Claim Representative

Initiated New Hire Trainee program and wrote the training plan
Trained and mentored 4 new hires
Communicated with agents, policyholders and other internal departments

McHenry & Associates, Hershey PA 1996-1998

Field Supervisor and Property Inspector

Hired, trained and supervised field inspectors in northeastern Pennsylvania
Wrote reports and diagrammed homes

Various Customer-Facing Positions 1980-1995

Personal Lines Underwriting Specialist, Nationwide Insurance, Harrisburg, PA	1988-1995
Sales Trainee, GE Richards Inc., Lancaster, PA	1987-1988
Customer Service Representative, Hamilton Bank, Harrisburg PA	1985-1987
Department Manager, Hess' Department Store, Camp Hill, PA	1985
Sales Associate, Pomeroy's Department Store, Camp Hill, PA	1980-1985

Adobe Software: Photoshop CS5.5 + Illustrator CS5.5 + Flash CS5.5 +
Premier Pro CS6 + After Effects CC Audition CS6+
Dreamweaver CS5.5 +

Skills: HTML/HTML5 CSS/CSS3 JavaScript/JQuery

Community: Girls Scout Troop Leader 2006-2011