

Vienna To

freelance@ViennaTo.com | (626) 688-3381

OBJECTIVE

To apply my administrative skills, graphic design experience, communication and technical expertise to deliver the vision of the client

TECHNICAL SKILLS

- Advanced knowledge of Adobe DreamWeaver, Illustrator, PhotoShop, InDesign, ImageReady; QuarkExpress, PageMaker
- Microsoft ExpressionWeb, FrontPage, Access, Word, Excel, PowerPoint, Outlook, Publisher
- HTML, CSS, website design, IP Switch WS_FTP, web hosting, Integrated System (IS), State of California Medical Eligibility System (MEDS), UPS, PDF, fax, and copy machines

PROFESSIONAL SKILLS

- Possess excellent communication, proofreading, and interpersonal skills
- Quick learner, team player, and capable of handling multiple tasks in a demanding environment
- Self motivated to explore new technologies and programs with a positive attitude
- Web development experience with HTML, CSS and in web content publishing
- Experience in creating, updating, and maintaining multiple web sites

EDUCATION / CERTIFICATES

- Computer Information Systems Certificate – LACC (In progress)
- Staff Assistant Certificate Program – LA County Learning Academy (2008 – 2009)
 - Business Writing Curriculum
 - Statistics: Quantitative Analysis and Data Interpretation
 - Interpersonal Relations and Supervisory Skills
- Baccalaureate of Arts, Graphic Design – CSU Los Angeles 2005
- Microsoft Office Access 2003

EXPERIENCE

Web Development and Marketing Coordinator

(2004 – present)

Monte Negro – Los Angeles, CA

- Responsible for creating the look and feel of e-newsletter designs with a corresponding website (<http://mn.ViennaTo.com/news>)
- Developed e-store for merchandise sales with a shopping cart, set-up payment options through PayPal, and provided web hosting (<http://mn.ViennaTo.com/merch>)
- Assisted with the development of main website and created additional pages with corresponding links as I saw necessary (www.MonteNegroRocks.com)
- Responsible for writing news and editing web content on their website
- Produced graphics, flyers, posters, and public information materials for online distribution,
- Collaborated with artists on CD inserts, layouts and media material designs

Intermediate Typist Clerk, (Database Analyst)

(2006 – present)

County of Los Angeles, Department of Mental Health (DMH)

Revenue Management Division (RMD)

- Create/modify additional web pages through SharePoint Portal (Intranet) for DMH RMD website
- Execute file transfer of protected reports, provider user manuals, and other necessary files for provider assistance as the primary web master for DMH RMD website
- Download, convert, and print secure files: 835 (Medicare Remittance reports), 997s, and National Heritage Insurance Company (NHIC) Summary Reports weekly
- Supply technical assistance to co-workers in: using Intranet access, program data entry, printer networking, resolving database connections issues, and various Microsoft applications
- Interpret ECR (Error Correction Report) error codes, advise providers when invalid corrections are made, and process corrections in the State of California EOB-eECR system
- Perform graphic design support to department's/staff's operations and needs
- Design, write and edit the Staff Appreciation and Building Enhancement (SABE) newsletter – a lighthearted quarterly e-newsletter recognizing Office of the Administrative Deputy (OAD) staff, providing useful tips and reminders of DMH policies
- Coordinate meetings, assign projects, produce deadlines and results in the production of the SABE newsletters as the SABE transformation group leader and Editor-in-Chief
- Generate ad hoc reports and provide administrative support
- Assist in filling out Medicare Enrollment Applications CMS-855R and CMS-855I
- Evacuation Site Coordinator of the Building Emergency Response Team (BERT)

Contract Web Developer

(2004 – 2009)

ViennaTo.com, Independent Artist

Responsibilities of the role will include, but are not limited to:

- Design, code, test and implement creative web solutions for clients
- Write, streamline HTML and implement CSS codes
- Perform maintenance and updates on existing websites
- Set up and manage user information and FTP accessibility
- Create and optimize graphics for the web.
- Brainstorm alternative solutions to optimize existing websites to better represent clients
- Registration, transfer, and re-direct domain name(s)

List of Websites Worked

(2004 – 2009)

Web Designer: developed look and feel of complete website for clients' organizations/businesses

- Alpha Kappa Delta, CSULA (www.ViennaTo.com/freelance/akd/)
- Barrio Planners Inc.: Collaborated project (www.BarrioPlanners.com)
- Delta Phi Sigma Sorority Inc., CSULA (www.DeltaPhiSigma.com)
- Finance My Equipment Now (www.viennato.com/freelance/erik/index.html)
- Lupus For Life (www.LupusForLife.com)
- Monte Negro: Merchandise (mn.ViennaTo.com/merch), News (mn.ViennaTo.com/news)
- Personal portfolio (www.ViennaTo.com)

Web Content Editor: updated content, developed additional pages, optimized HTML, implemented CSS

- Do Not Panic Productions, LLC (www.DoNotPanicProductions.com)
- Innerphase Myspace Design: (www.myspace.com/Innerphase) – also designed graphics
- Mothers of East LA (www.MothersofEastLA.com) and MELAenviro (www.MELAenviro.org)
- Monte Negro – Official Website: (www.MonteNegroRocks.com), Myspace (www.myspace.com/MonteNegroRocks) – heavy CSS use and designed graphics

Director/Pioneer**(2007)**

“Lupus For Life” - *Motivating Unity Between Communities Through Culture and Health*
Alhambra, CA

- Organized an awareness benefit exhibition featuring 12 fine artists, 3 bands, 2 DJs, and dance team
- Directed all proceeds to a charitable cause: Lupus Foundation of America, Inc, for research
- Delegated tasks to volunteers (e.g. hang up artwork, monitor admission, distribute information, etc)
- Managed timeline of events among performances and speaker
- Oversaw public-relations, including all communication with the public, and online marketing materials
- Designed flyer and websites (www.LupusForLife.com and www.Myspace.com/LupusForLife)

Banner Artist/Graphic Designer**(2004 – 2005)**

Graffix Department (University-Student Union)
California State University, Los Angeles

- Generated promotional posters and flyers for on-campus events
- Involved in working on brochures and graduation booklets
- Responsible for the design work of 40 University Student-Union events per school year
- Created 1.5' x 3' and 3' x 8' hand-painted banners for on-campus events

Administrative Aide/Student Development Assistant**(2002 – 2004)**

Center for Student Development and Programs (University-Student Union),
California State University, Los Angeles

- Performed student organization database maintenance and technical troubleshoot
- Assigned, wrote, and edited articles as group leader of the CenterPage quarterly newsletter
- Designed public bulletin displays to promote workshops and student sponsored events
- Provided customer service for new and current students
- Assisted in leadership workshops, e.g. Leader to Leader, with set up of informational booths and displays
- Actively participated in announcements, distribution and event promotion

OTHER ACTIVITIES

- Art Lyceum (formerly Amor Studio) – Fine Arts Teacher’s Assistant (2001 – 2005)
- Pat Brown Institute (PBI) – (CSULA) (2002 – 2003)
Gang Violence Bridging Project Graphic Art Intern
- Alhambra High School: (1996 – 2000)
Yearbook Committee (4 years), Kaibigan Service Club (4 years),
Student Body Government Election Committee (1997 – 1999)

LANGUAGES

- English, Cantonese, and Mandarin