

# BRIANNA WAGNER

## OBJECTIVE

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Hard-working, dedicated, and highly-motivated individual seeking employment with a small or medium-sized company in a customer service or technical support role.

## EMPLOYMENT

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ASSISTANT CORRELATIONS COORDINATOR  
*Evan-Moor Educational Publishers* DATES EMPLOYED (FEB 2011 – PRESENT)  
*Monterey, CA*

As the Assistant Correlations Coordinator at Evan-Moor, work directly with state and national grades K-8 learning standards in an online tool, correlating educational products with the appropriate standards.

WEBMASTER  
*Otter Realm/Cal State University, Monterey Bay* DATES EMPLOYED (OCT 2010 – PRESENT)  
*Seaside, CA*

As the webmaster for the Otter Realm (CSUMB's student-run newspaper) update the website as new issues are printed and currently developing a new site design.

CSR I  
*Acorn Technology Corporation* DATES EMPLOYED (NOV 2008 – AUG 2010)  
*Riverside, CA*

As a CSR I constantly improved my customer service and phone skills. I also worked on various projects that included creating support tickets for clients and change orders, compiling data for internal evaluation, and doing general office work like copying, faxing, scanning, and filing important documents.

SUPPORT & MEMBERS SUPERVISOR  
*Free-Space.net* DATES EMPLOYED (AUG 2008 – JAN 2010)  
*<http://www.free-space.net/community>*

As the Support & Members Supervisor at Free-Space I assisted members with any questions they may have had, and assisted them with getting their websites live. I also helped the owner by approving and rejecting new signups, requesting server reboots and reviewing rejection appeals.

## FREELANCE WORK

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DEVELOP PROFESSIONAL WEBSITE FOR ARCHAEOLOGY BUSINESS (CMS) NOV 2011 – PRESENT  
*Dr. Ruben Mendoza | Archives & Archaeology* *in progress*

DEVELOP PROFESSIONAL WEBSITE FOR COACHING BUSINESS (CMS) MAY 2011 – DEC 2011  
*Marianne Wagner | Conscious Creation Coaching* *consciouscreationcoaching.com*

CREATE PROFESSIONAL WEBSITE FOR COACHING BUSINESS AUG 2009 – JULY 2010  
*Elizabeth Sutherland | Take Note Coaching* *takenotecoaching.com*

CREATE PROFESSIONAL WEBSITE FOR PUBLISHING BUSINESS JAN 2010 – AUG 2010  
*Elizabeth Sutherland | Take Note Words* *takenotewords.com*

CREATE AND MANAGE WEBSITE FOR ROSE SOCIETY (CMS) APRIL 2008 – JUN 2010  
*Gary Wagner | Mountain View Rose Society* *mountainviewrs.org*

## EDUCATION

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### **Riverside Community College (January 2008–June 2010)**

Degree/Certificate:

Associate of Arts Degree (General)  
Associate of Science Degree (General)  
Webmaster Certificate

### **California State University Monterey Bay (August 2010–Present)**

Degree/Certificate (In Progress):

Bachelor of Science, Information Technology and Communication Design  
*Web Design emphasis*

## SKILLS

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- Computer savvy
  - Type 50 WPM
  - Windows: XP, Vista, 7
  - Word, PowerPoint, Excel, XHTML, CSS, Some PHP, Dreamweaver
- Excellent written and verbal communication skills
- Visually and linguistically creative
- Quick thinking problem–solver
- Fast learner with a positive attitude
- Knowledge of general office equipment use and troubleshooting
- Grade–A communication skills with customers and co–workers
- Detail oriented and well–organized
- Versatile working style
- Highly motivated team player who can follow directions