

Aletha Buckley

Skills

- Advanced use of Photoshop, InDesign, and Illustrator
- Proficient with Microsoft Office 2007, including Word, Excel, PowerPoint, and Visio
- Proficient with the Internet search engines
- Operating Systems: Windows 2000/XP/Vista, Apple OSX, and Red Hat Linux

Education

September 2010 – June 2013 **Portland Community College, Portland, OR**
AAS, Graphic Design

- Special topic classes: InDesign, Photoshop, Illustrator, Typography, Graphic Design, Apple Macintosh for Graphic Designers, and Principles of Marketing

September 2003 – June 2007 **NC State University, Raleigh, NC**
B.A. English

- Honors: National Dean's List, National President's List, Phi Theta Kappa, English Honors nominee, Magna Cum Laude with a GPA of 3.6 on a 4.0 scale
- Special topic classes: Writing Theory, Advanced Writing, Editing, and Document Design

Professional Experience

June 2007 – August 2008 **Wells Fargo Bank, Portland, OR**
Letter Writer—Researcher

- Composed letters to address customer concerns as part of a customer correspondence team. Collaborated with researchers to ensure that each customer issue was thoroughly addressed and that the content was clear, concise, and accurate.

July 2003 – May 200 **Wells Fargo Bank, Portland, OR**
Fraud specialist—Researcher

- Investigated high-risk deposits. Monitored account activity and closed accounts verified as fraudulent. Conducted research on the internet to obtain contact information for banks and check makers.
- Wrote service excellence nominations for team members.

October 2001 – June 2003 **Portland General Electric (PGE), Tualatin, OR**
Writer—Data Entry Assistant—Contractor

- Developed procedures for Banner billing software. Developed complex flow charts to support each procedure. Calculated average energy use based on account history. Added data to a database for billing.

June 2001 – October 2001 **ISITE Design, Portland, OR**
Technical Writer

- Independently designed and developed a 170-page user guide for web developer, ISITE Design. User guide was used to instruct Tonkin personnel on the use of the Tonkin.com web site.
- Worked side-by-side with engineering staff to validate content and web site functionality. Developed flow charts to illustrate each web site function. Created press releases and posted content on company web site.

