

# Paige Ward

27 S. 14th Street  
Pittsburgh, PA 15203

paigeward@gmail.com  
c. 412.728.3746



**objective** To obtain gainful employment that suits my skills and enables me to grow with the company as an employee and an individual.

**skills** Adobe Photoshop, Illustrator, InDesign, QuarkXPress, Flash, HTML, some CSS, basic LUA, Microsoft Word, Powerpoint, Excel, Outlook, Lotus Notes, Mac OS, Windows, writing for media, photography, Clarify/One View, customer service, Win CMSS

**work experience** **Anthrocon, Inc.** October 2010 to Present

**Desktop Publisher** - Working with Anthrocon's Publications Director on the design and execution of the con book, at-con guide, and pocket program for the annual convention, involving work with large quantities of text, as well as the production of the four-day schedule grid and the creation of convention advertisements throughout the year. This is a freelance position.

**Staffmark** September 2011 to Present

**Collateral Reviewer at BNY Mellon** - Verifying and editing collateral data swiftly and accurately to meet daily processing deadlines. Opening mail, verifying package contents, and sorting documents for review. Contributing to quality control through the verification of new reviewer certifications.

**Jones Lang LaSalle** July 2009 to August 2010

**Team Lead** - Aided in Quality Assurance for the Bank of America account through the compiling of work order audits and daily call statistics. Assisted with agent training and helped to keep the policies and procedures current and consistent. Answered PM, engineer, and service provider questions, answered phones as needed, and provided an escalation point for call issues as needed.

**Spherion** January 2009 to July 2009

**Temp CSR with JLL** - Answered phones in a swift and friendly manner, compiling and processing work order requests for the Bank of America account while maintaining 90-100% audit averages and meeting the call metrics of the account. Prioritized and escalated calls as needed and followed up on work orders to ensure timely service.

**Dawes Mem. Library** August. 2004 to May 2008

**Circulation Student Assistant** - Circulated library materials, shelved books, and answered patron questions.

**Kennywood Park** May 2005 to June 2007

**Ride Operator** - Assisted in the operations of the Exterminator and the Whip, and maintained rider and team member safety.

**McDonald's** March 2003 to August 2004

**Cashier** - Provided service on counter and in drive-thru, managed money and served hot, fresh food to customers.

**education** **Marietta College**

Bachelor of Fine Arts in  
Graphic Design, May 2008  
Minors in Ad/PR and Asian Studies  
3.153/4.0

**Schenley High School**

Graduated with Honors June 2004  
International Studies Certificate  
3.517/4.0

**recognitions** **Workplace Excellence Award** February 2010, Q1 2010

Recipient of monthly Workplace Excellence Award for February 2010 and quarterly award for the First Quarter of 2010 from JLL for going above and beyond in providing service to our client during the recent snowfall that crippled the city.