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| **Professional Summary**  I am a driven individual with over 4 years web development experience and 15+ years in graphic design. I am also a proven leader with over 5 years management experience.  **Technology Summary**  **Programming:**  HTML5  CSS3  JAVA 8  Bootstrap  jQuery/JavaScript  WordPress  UX/UI  **Software & RDBMS:**  Adobe Creative Suite  CorelDraw Suite  Microsoft Office Suite  SQL  SignLab/Versaworks  GITHUB  NetBeans  **Systems:**  Windows  MacOS  Android  **Coursework and Skills**  Management  Web Development  Computer Graphics  Information Systems  LAN/WAN  Visual Basic  IT Troubleshooting  Help Desk Support |  | **CHAD RIEHLE**  11420 Laci Circle ■ Omaha, NE 68137 ■ 402-779-6026 ■ [chad.riehle42@gmail.com](mailto:chad.riehle42@gmail.com) [www.chad-riehle.com](htttp://www.chad-riehle.com) ■ LinkedIn <https://www.linkedin.com/in/chad-riehle>  **Education & Credentials**  Interface Web School - Omaha, NE  **Certificate in HTML5, CSS3 jQuery and JavaScript** - 2016  Bellevue University - Omaha, NE  **(M.S.) Master of Science in Management** - 2005  **(B.S.) Bachelor in Computer Information Systems** -2003 - Dean’s List, 3.9 GPA  Metropolitan Community College - Omaha, NE  **(A.A.S) Associates in Computer Graphics** -1999  **Certificates in JAVA** - 2017, **HTML** - 2000  **Professional Experience**  ***Production Manager/Graphic Designer***  *Dolphens Design and Sign May 2016-Present*   * Manage production and graphics department, personnel supervision, production and installation scheduling, project planning, inventory management, designing, and quality assurance * Maintain website, internal databases, computer maintenance, software, hardware, printer installations, network troubleshooting * Estimate project material costs, procurement of necessary materials, maintaining regular and proactive contact with senior management   ***Customer Service Representative***  *Ford Motor Credit Company June 2015-December 2015*   * Serviced vehicle loans; achieving 99% J.D. Power customer rated satisfaction * Performed credit account functions, payment extensions, due date changes and loan rewrite pre-applications on leased/financed vehicles * Corrected misapplied payments, tailored payment arrangements on past dues and quoted payoffs   ***Client Service Analyst II***  *First Data August 2012-May 2015*   * Member of prestigious, invite-only, “Center of Excellence” team to provide for major clients in. Point-of-contact; serviced accounts * Assisted with selecting options to meet goals; suggested innovative improvements * Communicated with clients, internal units and management * Monitored project plans to ensure quality, timely delivery, research and regression testing * Updated and changed client driven requests to SQL databases   ***Product Analyst I***  *CSG International November 2011-July 2012*   * First-line contact for resolution of customer issues; answered technology/service-related questions * Achieved 99% one-call resolution and escalated to teams to minimize business risks. * Monitored multi-technology computing platforms and equipment * Used ticketing system; determined severity levels to clients * Entered data into defect tracking system. Liaison between business teams and clients |