|  |  |  |
| --- | --- | --- |
| **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:**HTML5CSS3JAVA 8BootstrapjQuery/JavaScriptWordPressUX/UI**Software & RDBMS:**Adobe Creative SuiteCorelDraw SuiteMicrosoft Office SuiteSQLSignLab/VersaworksGITHUBNetBeans**Systems:** Windows MacOSAndroid**Coursework and Skills**Management Web DevelopmentComputer GraphicsInformation SystemsLAN/WANVisual BasicIT TroubleshootingHelp Desk Support |  | **CHAD RIEHLE**11420 Laci Circle ■ Omaha, NE 68137 ■ 402-779-6026 ■ chad.riehle42@gmail.com 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** - 2016Bellevue University - Omaha, NE**(M.S.) Master of Science in Management** - 2005**(B.S.) Bachelor in Computer Information Systems** -2003 - Dean’s List, 3.9 GPAMetropolitan 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
 |