CHAD RIEHLE

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Professional Summary

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

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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