



Justin J. Laing - Web/Graphic Designer  
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centexcreations.com

<b>Objective</b>	To obtain a position that utilizes my skills in Web Design and Graphic Design to develop professional projects and includes room for growth and development.	
<b>Skills</b>	Web Design, Logo Design, Corporate Identification Concept Development, Promotion Design, Posters, CD Layout, Print Design	
<b>Software</b>	Adobe Photoshop, Adobe Dreamweaver, Adobe Flash, Adobe Illustrator, Adobe InDesign, Microsoft Office, HTML/CSS	
<b>Freelance</b>	<b>Jurrassic Kennels</b> Web site design	2009
	<b>Warlords Kennel</b> Web site design	2009
	<b>Benham Collectibles</b> Web site design, Logo design, E-commerce implementation	2009
<b>Experience</b>	<b>Contact Center Supervisor</b> ACS/TMHP	11/2009 – Present Austin, TX
	<ul style="list-style-type: none"><li>• Supervise the daily operations of call center activities, performing customer-oriented telephone activities and various background operations duties.</li><li>• Monitors quality of service by service observance and job shadowing</li><li>• Make recommendations to management for improvement and efficiency</li><li>• Assist training department with development and training of floor staff</li></ul>	
<b>Education</b>	<b>Master's of Fine Arts in Media Design</b> Full Sail University	NOV 2010 Winter Park, FL
	<b>Bachelor's of Fine Arts in Visual Communication</b> American Intercontinental University	SEPT 2009 Hoffman Estates, IL
	<b>Associates of Occupational Studies Degree</b> Collins College	AUG 2001 Tempe, AZ