

Amy R. Schmitz

ARTIST AND DESIGNER

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Work Experience

Learning Designer: eBay Enterprise

7/2012 - present

- Design interactive e-Learning C.B.T. (Computer-Based-Training) courses for eBay Enterprise clients with Articulate Storyline, Adobe Captivate, and Microsoft PowerPoint
- Illustrate, design, and produce graphics and print projects for contact centers
- Design and manage 6 SharePoint pages within the CS L&D department
- Communicate with Subject Matter Experts to develop advanced training content
- Peer review and test interactive C.B.T. module designs and functionality
- Manage Saba Learning Management System (L.M.S.) for three call centers in three different states (about 2,000-4,000 employees throughout the year)
- Provide administrative and technical assistance for the Saba L.M.S.
- Create Saba L.M.S. courses, offerings, and curricula for contact center training
- Build surveys, assessments, and question pools to evaluate contact center employees
- Create and analyze reports related to design and training in the contact center
- Design user interface color scheme and branding for eBay Enterprise L.M.S.

Client Projects of 2014

- Michaels System and Website Training
- Tena Trial Kit Training
- Multi Modal Solution Company Training
- Apparel, Clothing and Fashion System Training
- Leadership and L.M.S. Train-the-Trainer Sessions
- Manage 6 SharePoint web pages

Software and Systems

Adobe Photoshop	SharePoint
Adobe Illustrator	Microsoft Office
Adobe InDesign	Epiphany
Adobe Captivate	Moxie
Articulate Storyline 1 & 2	CSR

Freelance Graphic Designer, Photographer, and Artist

6/2009 - present

- Manage branding, advertising and art direction for all self promotion
- Design branding systems and advertising for local bands, artists, and businesses
- Photograph and document video of local concerts and music events
- Manage several social media pages for musicians and businesses

- Up & Downstream CD Release Posters, CD Design, and Photography 8/2014
- Manage art direction, website, and advertising for Nick Foytik 2006 - present
- Designed Stage Fright: A Tribute to the Last Waltz Poster 10/2013
- Designed Grass On The Chippewa Bluegrass Festival Poster 6/2012
- Awarded Honorable Mention and participated in Prometheus Exhibit 2009
- Designed full page, color advertisement that was published in April/May 2006 Issue of Disc Golf Magazine promoting local Wisconsin Disc Golf events

Customer Service Representative and Concierge: eBay Enterprise

10/2011 - 7/2012 and 1/2013 - 8/2013

- Provided phone and email service to a variety of online brand partners
- Utilized my strong ability to multi-task, meet team goals, and advance
- Learned new software and adapted to changing policies and procedures
- Cross-trained into multiple brands to assist with call overflow

Waitress: Applebee's Bar and Grill

6/2006 - 5/2012

- Developed and improved ability to multi-task and communicate
- Created positive customer and co-worker experiences

Customer Service Representative: Super America

6/2006 - 4/2011

- Worked directly with customers in a fast-paced retail environment
- Gained quick-thinking and problem solving skills

School Photographer: Lifetouch National School Studios

8/2010 - 10/2011

- Managed professional photography studio equipment
- Photographed babies, toddlers, elementary, middle, and high school students
- Photographed administrators, large groups, clubs, and school sports teams
- Organized and communicated with schools to create successful picture day

Front End Supervisor and Customer Service: K-Mart

6/2002-8/2005

- Managed cashiers, customer service desk, and customer issues
- Gained strong communication, organization, and supervisory skills

Education

University of Wisconsin-Stout: Menomonie, WI 2009
Bachelor of Fine Arts Degree: Graphic Design
Minor in Digital Photography
Minor in Spanish

Awards and Honors

Eau Claire Lifetouch Photographer of the Year 2011
Cum Laude and Honors Program graduate
UW Stout Chancellor's Award: 8 Semesters
UW Stout Honors Program: 2004 - 2009