

CHRISTY LYNN CONLEY ● ● ●

christylynn78@gmail.com | 929-335-4448 | 740 Moores Mill Rd, Atlanta, GA 30327

EXPERIENCE

ModSquad, Inc November 2015 – Current

Tier 2 Customer Care Specialist

- Assisting customers via phone, chat & email
- Monitoring and responding to customer reviews
- Providing resolution of escalated problem tickets

ZeroChaos June 2013 – October 2015

Ads Quality Rater

- Used online tools to examine ad-related data
- Provided feedback and analysis to Google

SharpShooter Imaging July 2014 - May 2015

Guest Photographer

- Photographed guests at Georgia Aquarium
- Edited photos using Darkroom and Photoshop

Brand Affinity Technologies June 2013 - December 2013

Fan Photographer

- Photographed fans at Braves sporting event
- Delivered printed photos to customers on site

Mom365 November 2010 – May 2013

Newborn Photographer / Trainer

- Assisted in hiring and training new employees
- Photographed newborns and families in hospital

CCH Small Firm Services November 2005 – July 2010

Instructional Designer / CS Agent

- Designed training material for tax software
- Conducted live training sessions for customers
- Handled incoming and outgoing calls and emails

Independent Promotions June 2004 – March 2006

Graphic Designer / Office Assistant

- Designed consumer print advertisement
- Handled basic administrative duties

SUMMARY

Open-minded, organized, enthusiastic & dedicated entrepreneur with a myriad of experience in administration, training, customer care, design & photography.

SKILL SET

Design

Adobe Suite
Corel Designer
Photography
Darkroom

Administrative

Microsoft Office
TeamViewer
Zendesk
70-90 WPM

EDUCATION

Major: Graphic Design
The Art Institute - Online Division
2010-2014

REFERENCES

Jessica Dyer 470-214-9914
Kester Chau 404-319-0180
Cassandra Humphries 706-331-9734

PROFILE

Additional information and links, as well as graphic design and photography examples online:

[linkedin.com/in/christylynn](https://www.linkedin.com/in/christylynn)