

Kelly Sanchez

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Specializing in animation, digital, and print design. Soon to graduate at Arizona State University in December 2022. Uses a history of leadership and customer service to connect with a target audience and make meaningful designs.

Skills

- 2D and 3D animation
- Print media
- Digital graphics
- Web Design
- Illustration
- Project management
- Attention to Accessibility
- Communication

Technical

- Adobe Createive Cloud Suite
- Maya
- Microsoft Office Suite

Education

ARIZONA STATE UNIVERSITY

Flagstaff, Arizona 2016-Fall 2022
BS in Graphic Information Technology
Emphasis in 2D/3D Animation and Web
Development & Design

Honors: Summa Cum Laude, 4.1 GPA

NORTHERN ARIZONA UNIVERSITY

Flagstaff, Arizona 2015 – 2016
Working towards BFA in Visual
Communication, emphasis in Graphics
Design, 4.0 GPA

NORTHERN ARIZONA UNIVERSITY

Flagstaff, Arizona May 2007
BS in Business Administration, major in
Management, Undergraduate certificate
in Human Resource Management, 3.31
GPA

Employment

NORTHERN ARIZONA UNIVERSITY

Flagstaff, AZ; Jan 2014-Present

Student and Departmental Account Services, Office Supervisor

- Support the Assistant Director in daily operations
- Higher and lead Front Counter Student Staff, guide the team to maintain a standard of customer service that includes full-service, holistic communications with the goal of enabling student success
- Provide customer service to students and their families
- Deescalate and resolve high level customer concerns
- Design and order printed materials for Orientation expo table using university marketing guidelines; communicate with vendors
- Attend New Student Orientations to provide department information and services
- Communicate with other departments and collaborate with fellow staff frequently to help resolve complex inquiries

NORTHERN ARIZONA UNIVERSITY

Flagstaff, AZ; March 2012 – Dec 2013

Student and Departmental Account Services, Cashier

- Accurately post student and department transactions
- Answer student inquiries
- Maintain and balance cash register
- Coordinate daily deposits with fellow cashiers
- Design and update lobby slideshow presentation
- Maintain documents in accordance with compliance standards

HERTZ RENT-A-CAR

Flagstaff, AZ; Feb 2003-March 2012

Assistant Branch Manager

- Support the Branch Manager
- Lead and encourage Manager Trainees
- Build excellent working relationships with local vendors
- Verify invoices, reconcile P-cards, cash deposit logs, fuel logs; ensure vendors are paid on time
- Provide diverse customers with excellent service, problem solve concerns
- Operate as location safety manager

Awards

Hertz Heart Award for positive customer service feedback

