



INGRID MUNOZ

EDUCATION:

2007- Spring2012 BFA with Concentration in Graphic Communications
Minor in marketing, Kennesaw State University, Kennesaw, GA

WORK EXPERIENCE:

First Data/ TASQ Technology. 1169 Canton Rd, Marietta, GA
(May 2001 – Current. Supervisor: Anna Mortensen)
Client Relations Specialist.

- Workes on written and verbal communication between customer and facility, internally and externally.
- Executes effective problem solving on behalf of the customer for the purpose of maximizing client relations (problem order resolution, facilitating to expedite orders)
- Provides data trending for monthly management reports to monitor facility performance.
- Monitores and analyzes data about the customer and the internal processes in order to effectively meet and manage client deliverables across all customers touch points.
- Developed signs and documentation in Spanish for new locations in Puerto Rico.
- Controlled inventory on behalf of the customer including working with Purchasing, part creating, kit creating, obtaining samples, forecasting, and conducting buyovers.
- Expedited equipment needs and developed proper equipment levels.
- Responsible for incoming and outgoing calls for general information tracking, research, confirmation and complaint issues.
- Conducted, as required training on behalf of customer-related processes and software.
- Training included customer, merchants and internal departments.

Publix Supermarkets (770-509-2353)
(January 1999-September 2000) Supervisor: Tina Davis
Customer service representative

- Involved with sales and customer service
- In charge of Ticket master, money orders, lotto and back office final counts
- Responsible of customer service and balance of sales.

SOFTWARE SKILLS:

- Creative Suite CS4
- Adobe Photoshop
- Adobe Illustrator
- Adobe InDesign
- Adobe Dreamweaver
- Adobe Flash
- Microsoft word, Excel, PowerPoint.

LANGUAGE SKILLS: Spanish, English

PROFESSIONAL ORGANIZATIONS:

2011-2012 AIGA member

AWARDS:

2008 Deans List, Kennesaw State University, Kennesaw, GA.
2009 Deans List, Kennesaw State University, Kennesaw, GA.
2011 Deans List, Kennesaw State University, Kennesaw, GA

