

Michelle Holland

Las Vegas, NV

sillysamiz316@gmail.com

+17252123999

Excellence in Customer Service · Effective Communication · Adaptability
Team Player with Collaboration Skills · Detail-Oriented and Highly Organized

Work Experience

Photographer/Graphic Designer, Freelance

January 2003 to Present

Completed over 200 on-location photo shoots, Portfolio: <http://tinkerchelle.wixsite.com/tink> including modeling and zed cards.

Implemented efficient photo editing workflows,

Specialized in capturing memorable children reducing post-production time by 20%. and family portraits, achieving a client

Collaborated with a team of photographers satisfaction rate of 95%. and models to execute creative photoshoot

Successfully photographed and documented concepts. over 50 weddings, ensuring a high level of

Developed a strong network of clients through customer satisfaction. referrals and positive word-of-mouth.

Designed and created company logos, ads

Managed social media accounts to showcase featured in the weekly magazine, and website work and attract new clients. designs for multiple clients.

Medical Transportation Driver

ASAP Delivery

May 2021 to October 2023

Delivered hospice medication and prescriptions Efficiently routed for each delivery run to return to high-paced clients for a 24-hour pharmacy. to the pharmacy at set times for the next route.

Audited and sorted all prescriptions prior to Maintained a perfect on-time delivery record for each run. all scheduled prescriptions.

Scanned and assigned prescriptions to drivers Implemented a new inventory tracking system, prior to each run. reducing errors by 15%.

Entered data for all completed packing slips. Received multiple commendations for excellent customer service and professionalism.

Refueled and cleaned the vehicle.

Trained and mentored new drivers on company

Delivered time-sensitive unscheduled policies and procedures. prescriptions within a 2-hour time frame.

Photographer

GradImages

May 2018 to November 2021

Photographed over 100 graduation ceremonies, Organized and maintained a photo collection of capturing high-paced photos of cap and gown over 10,000 images for efficient processing. moments and awards. Implemented a customer feedback system, Took candid photos of more than 500 graduates resulting in a 20% increase in client satisfaction. and their families after the ceremonies. Collaborated with event organizers to ensure Set up lights and backdrops for photography smooth photography operations during sessions, ensuring optimal lighting conditions. ceremonies. Edited and retouched photos to meet high- Managed photography equipment inventory, quality standards and client preferences. ensuring all gear was in excellent working condition.

Dispatcher/Customer Service, Customer Connex

May 2018 to March 2020

Scheduling and dispatching drivers and reducing conflicts and delays by 30%. vehicles to appropriate locations according to Streamlined communication channels between predetermined schedules, customer requests, or drivers and customers, resulting in improved immediate needs. response times. Relaying information such as work orders or Trained new dispatchers on company other messages to and from work crews. procedures and software systems. Handling customer service problems in a high- Developed a customer service training manual paced environment. for new employees. Implemented a new scheduling system,

Asst Commercial Property

H&L Property Management

November 2006 to April 2011

Collaborated closely with the property manager Implemented a tenant communication system, in managing properties within my portfolio. resulting in a 25% decrease in maintenance request response times. Interacted with property owners, tenants, vendors, commercial HOAs, and potential Assisted in the development and clients. implementation of property management strategies to increase occupancy rates. Utilized social media platforms for property listings. Conducted market research to identify competitive rental rates and recommend pricing Proficient in Yardi program and Microsoft Office adjustments. suite. Prepared financial reports and budgets for Conducted on-site property inspections and property owners. captured property photographs.

Education

Bachelor of Photography in Photography

University of Nevada Reno - Reno, NV

Efx & Motion Graphics, Art

Institute of Las Vegas

Visual Communications

IADT

Skills

- Exceptional customer service skills
- Logo Design
- Adobe Creative Suite
- Graphic Design
- Yardi
- Adobe Photoshop
- Adobe Illustrator