



PAT SWATEK

1335 E. Alice Avenue
Phoenix, Arizona 85020
(602) 763-9688
Pat@CrystalEyesDesign.com

OBJECTIVE

To obtain an entry-level position in web design or computer-based training

SKILLS

Windows XP
Premiere
Illustrator
Photoshop
AfterEffects

Macintosh OS
Flash
Director
Fireworks
Dreamweaver

HTML / DHTML / PHP
JavaScript / ActionScript
3D Studio Max
Lotus Notes
Microsoft Office Applications

EDUCATION

The Art Institute of Phoenix – *Bachelor of Arts in Interactive Media Design* – Graduated September 2007
Bowling Green State University - *General Studies* - Attended 2 years

PROFESSIONAL EXPERIENCE

American Express Company, Phoenix, AZ

1984 - present

Accounting Clerk I, Corporate Meeting Solutions Finance Support, 2006 - present

- Reconcile travel and meeting expenses for corporate groups; provide invoicing solutions based on each company's needs
- Maintain audit-ready, standards-compliant accounting records; provide quality value-added services to corporations
- Process monthly estimated revenue accrual utilizing Excel and Access; provide technical trouble-shooting

Customer Service Representative, Corporate Travel, 2002 - 2006

- Resolved customer service issues for Business Travel in the Sabre, Apollo, and Worldspan reservation systems
- Accountable for monetary recovery, resolution time, individual and team goals, and customer satisfaction
- Utilized and maintained vendor and client relationships while negotiating the most equitable settlement

Industry Relations Coordinator, Consumer Travel, 1998 - 2001 (Perfect Attendance 12 years)

- Arranged educational and Mystery Shop reservations at hotel properties around the world based on contractual agreements
- Organized/delivered monthly destination training trade shows; established/maintained preferred vendor relationships
- Maintained 1000+ employee database using Excel and Access; assisted in creation of Employee Travel Policies/Procedures

Travel Counselor, Land & Sea Vacations, 1993 - 1998 (Pacesetter in 1997)

- Booked hotels, tours and cruises for Cardmembers redeeming their Membership Rewards points
- Assisted with new hire training of Travel Counselors; served as back-up Team Leader
- Quality checked up to 200 reservations per month to ensure customer satisfaction through increased accuracy

Customer Service Representative, Small Business Services (Card Division), 1984 - 1993

- Resolved billing inquiries and other customer service issues for Cardmembers with supervisor-level authority
- Created detailed transcripts of account activity
- Participated in team building exercises; earned several team based merit awards for outstanding performance

CORPORATE SPONSORED EDUCATION AND TRAINING

Team Building Workshops
Franklin Covey Workshop
Situational Self Leadership

Brand Recognition Training
AECR (Achieving Excellent Customer Relations)
Introduction to Six Sigma Greenbelt Training

Diversity Training
How to Deal with Difficult Customers
Advanced Access Training

PROFESSIONAL STRENGTHS

Extremely Detail Oriented
High Personal Integrity
Process Improvement Skills
Strong Organizational Skills

Quality Conscious
Multi-Task
Self-Directed
Team Player

Flexible
Responsible
Dedicated
Reliable