

David (Drew) Paterson

Digital Service Specialist

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Overland Park, KS 66213

Skills

- Full online portfolio.
- Knowledge of the latest Adobe Creative Suit (Adobe CC).
- Solid foundation in vector graphics.
- Basic proficiency in HTML, CSS, JavaScript, and HTML 5.
- Knowledge of response design.
- Solid user interface UX/UI design and development, and responsive design.
- Creative, team oriented, self-starters with excellent communication time management, and leadership skills.
- Capable of managing multiple projects simultaneously while maintaining attention to detail.
- Self-Starter with the ability to develop strong working relationships and present ideas in a user-friendly language.
- Understanding of creation, development, deployment, and maintenance of websites making sure to establish our online presence.

Education

2014 **Johnson County Community College**, Overland Park, KS

2017 **ASS: Web Development and Digital Media**

Certificate: Web Development, Web Technologies

With more than 10 years of customer service experience in the food and restaurant industry, developed a holistic set of skills to allow me to identify and execute process changes to improve operational efficiency and profitability.

11. 2011 **Talk of the Town** Leawood, Kansas

07. 2014 **Front of House Manager & Event Coordinator**

- Recommended changes to existing methods to increase the accuracy, efficiency, and responsiveness of the customer service department.
- Effectively manage departmental expenses to stay within allocated budget.
- Oversaw and trained a FOH staff of 30+ for a new store opening.
- Developed catering menus, budgets, and staffing needs for large-scale events.
- Serve as coordinator for large events such as Taste of Leawood, wine tasting, wedding receptions, birthday parties, church gatherings, and corporate funtions.
- Create and review training manuals to maintain consistent customer service standards among employees.
- Interview, hire, and train new quality customer service representatives.
- Experience addressing customer feedback, questions, issues, and complaints.

06. 2006 **Talk of the Town** Overland Park, Kansas

Present **Bartender, Server, Expo**

- Limited problems and liability related to customers' excessive drinking.
- Manage preparation and presentation of the desserts for all catered events.
- Monitor food distribution, ensure meals are delivered to the correct recipients, and that guidelines for special diets are followed.

Employment History