

# Katrina Burton

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## OBJECTIVE

To find a long-term support position where my exceptional customer service and clerical skills will be utilized.

## QUALIFICATIONS

- Excellent written, verbal, design, customer service and editorial skills.
- Highly motivated, professional and detail-oriented.
- Able to negotiate difficult situations with positive and productive solutions.
- Experienced in the Microsoft Office Suite, Illustrator, Flash, Photoshop, XHTML, CSS and Dreamweaver.
- Familiar with Acrobat, InDesign and Fireworks.

## EXPERIENCE

### **Freelance/Volunteer- October 2011 to Present**

*Web Developer & Graphic Designer*

Website: [jpmuzzy.com](http://jpmuzzy.com); Color Brochure and T-Shirts: Bald Mountain Campground, Townshend, VT; Designed and Maintained: [maryhdunnphotography.com](http://maryhdunnphotography.com); [nystromsblacksmith.org](http://nystromsblacksmith.org); [baldmountaincampground.com](http://baldmountaincampground.com); [herrickstavern.com](http://herrickstavern.com); and [discoverfitchburg.com](http://discoverfitchburg.com)

### **Hitchcock Center for the Environment, Amherst, MA - September 2010 to October 2011**

*Office Manager*

Provided clerical and office management support to the organization while also acting as facilities manager, database manager, volunteer coordinator, accounts receivable clerk and graphic designer. Improved customer service with timely emails and phone calls, streamlined hand-written registration process through database, improved record reporting, and redesigned brochures and advertisements.

### **Student Intern Projects/Freelance/Volunteer - September 2009 to October 2011**

*Web Developer & Graphic Designer*

Designed logos, marketing materials and websites for local businesses and non-profit organizations: [nystromsblacksmith.org](http://nystromsblacksmith.org); [baldmountaincampground.com](http://baldmountaincampground.com); [herrickstavern.com](http://herrickstavern.com); and [discoverfitchburg.com](http://discoverfitchburg.com).

### **City of Fitchburg, Massachusetts - 1989 to July 2009**

Department of Community Development - July 2008 to July 2009 - Budget Cut

*Administrative Assistant/Confidential Head Clerk*

Economic Development Office - 1989 to June 2008 - Reorganization

*Administrative Assistant*

Provided administrative support to the Fitchburg Building and Economic Development Division offices, assisting the Building Commissioner, three inspectors and the executive director of economic development. Assisted constituents with the building permit process; streamlined the permitting process with online permit forms and information; designed marketing materials; authored, designed and maintained the [DiscoverFitchburg.com](http://DiscoverFitchburg.com) website and calendar; created, graphically designed, marketed and coordinated the Annual Fitchburg Forge-In Blacksmith Festival as well as the Fitchburg Fall Showcase and supported other activities by providing clerical services and marketing material designs.

## EDUCATION

### **Mount Wachusett Community College, Gardner, MA**

Certificate - Full-Time Program: Computer Graphic and Web Design - September 2009 to May 2010

*President's List (2009); Dean's List (2010); GPA 3.88; Six Awards for Designs at the MWCC CGD Spring Exhibit*

Website Fundamentals with Photoshop and Dreamweaver- February 2009

*Completed Six-Week Course - Produced 15-Page Website for the City of Fitchburg*

### **Worcester State University, Worcester, MA**

ed2go Online Course Completed - Design Projects for Adobe Illustrator - April 2008