

dannyGULA

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OBJECTIVE

To obtain a position in a field in which I can grow creatively and explore new skills to create a positive effect on the world

PROFESSIONAL EXPERIENCE

Genius - Apple Inc. / June '10 - Current / Chicago, IL

Use Apple steps of service to repair relationships and ease owner's stress about their technology. Lead Family Room Support Training. Rebuild trust and loyalty to create owners that will become great promoters.

Geek Squad Agent - Best Buy / March '09 - May '10 / Fairview Heights, IL

Troubleshoot customer technology issues. Lead new employees to understand the importance of relationships in customer service as a hiring and training coordinator. Created the store displays as the store's graphic designer.

Editor - Juggle.com / Aug '08 - Feb '09 / Belleville, IL

Lead template standardization process to create an efficient and organized workflow. Created and designed queries to create topic pages for the site's launch in 2009. Ran quality assurance initiatives for the initial launch. Created and ran test cases. Created modules for the first organic search engine results.

FREELANCE EXPERIENCE

- Round Third Interactive
- Big Daddy's STL
- La Quinta Inn and Suites
- www.dannygula.com

TECHNICAL PROFICIENCY

Web Technologies

(x)HTML, CSS, XML, MQL, Action Script, Drupal, Joomla

Software Tools

Adobe Creative Suite, Pro Tools, Final Cut, iWork, iLife

EDUCATION

Greenville College / Aug. '06 - May '08 / *Cum Laude & Dean's List*

B.S. in Digital Media - Concentrations in Web, Digital Video and Audio

Southwestern Illinois College / May '04 - May '06 / *Dean's List*

A.A. in Music - Concentration in Audio Recording and Guitar

REFERENCES

Deloy Cole, *Director of Digital Media - Greenville College*

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More references available upon request