



Mercedes OPHEIM

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Education

May 2010
May 2009
College of Southern Idaho – Pursuing Bachelor of Fine Arts; GPA 4.0
College of Southern Idaho –
Associates of Applied Science: Graphic Design, Print; GPA 4.0, Summa Cum Laude
Associates of Applied Science: Graphic Design, Digital Media; GPA 4.0, Summa Cum Laude

- South Central Public Health District – Internship Scholarship
- Eva Mae Wayne Parrish Scholarship Award

1999-2000
June 1998
University of Idaho – Pursued Bachelors of Fine Arts for 3 semesters
Twin Falls Senior High School – Thespian Honors, Honor Roll

Experience

May 2010-
Nov. 2011
Progressive Publishing – Jerome, ID
Graphic Designer/Illustrator – Production Team

- Designed print and web advertising materials for clients for all publications including: Progressive Dairyman, Progressive Cattleman, Progressive Forage Grower, PD Canada, and El Lechero magazines
- Involved in all aspects of large-scale magazine production workflow including: layout, pre-press, charts and graphs, custom illustration, graphic editing, logo design, promotional marketing material, & photography

June 2009-
March 2010
Times-News – Twin Falls, ID
Advertising Designer

- Designed print advertising materials for clients in the Elko Daily Free Press and Times-News newspapers
- Designed static and animated web-based ads for the Elko Daily Free Press and the Times-News websites

July 2005-
May 2007
Hastings Entertainment – Twin Falls, ID
Lead Guest Service Manager

- Guest service, cash handling, and driving sales were key responsibilities
- Supervised Guest Service Managers and floor associates (20+ employees)
- Performed scheduling, duty delegation, and accounting duties
- Responsible for all new hire training and orientation
- Oversaw store function when store lead was absent

July 2002-
Sept. 2004
Dell Computers, Inc. – Twin Falls, ID
Americas Business Unit – Senior Technical Support Specialist

- Provided advanced technical support for all enterprise and consumer laptop and desktop systems
- Required knowledge of:
 - All Microsoft Windows operating systems and the basics of other OS platforms
 - Other basic software including MS Office products, DVD/CD burning apps, DOS, anti-virus applications
- Customer Service Recognition award – August 2002, November 2002
- DCSE Certified Systems Expert – Desktops and Portables

Dec. 1996-
Apr. 2006
CyberHawk Systems – Twin Falls, ID
Executive Assistant, Graphic Artist, Subcontractor

- Conferred with clients, handled e-mail, schedules and accounting
- Website administration and maintenance, layout, and design
- Responsible for all paid banner ads, logos, and custom graphics (3-D, animated, and static)

Software Skills

Adobe Master Collection

- » Photoshop
- » InDesign
- » Illustrator
- » Dreamweaver
- » Acrobat, etc.

Mac & Windows OS
MS Office
Corel Draw
Quark

Personal Information

I am a graphic designer and artist with a passion for 'bright ideas.' Freelancing, I've worked with companies such as Scotch Pines Dog Training, ItsAMudThing.com, Woodward & Joyner Law, Events and Adventures Magazine, One World Media, and the Twin Falls County Fair. I have affinity for art, computers, the Web, advertising, & animation. I am eager to learn, enthusiastic, organized, and easy to get along with. I thrive on deadlines and details with full commitment to my projects. With solid mentor and leadership abilities, I enjoy helping others, and I pride myself on my professionalism, while still maintaining a sense of humor.