

Ileana Gallagher
924 Main Street # 10
Woburn, MA 01801
Cell Phone 339-227-2613
Email: ileana@Foongatz.com
Online Portfolio: www.ileanagraphics.com

Summary

Customer Service professional with over seven years experience in Retail, Hospitality and Healthcare environments. Detail oriented person with the ability to prioritize and manage multiple tasks under pressure. Expert knowledge of Web and graphic design software applications in PC and Mac platforms.

Design Experience

2006-2008

- Logos, Business Cards, Posters, stationary, Book Covers, Magazine Covers....
- Designed website for MassDiesel.com

Work Experience

Health Resources

2006-2008

Administrative Assistant

- Administrative tasks (answer phones, filing, fax, order supplies)
- Schedule patient appointments
- Organize and facilitate staff meetings
- Train new hires
- Review and evaluate patient care chart- reconcile any oversights

Macaroni Grill

2004-2006

Server

Taking and Serving beverage and food orders for busy family restaurant.

- Recommend drink and entrée specials to increase sales
- Prioritize tasks according to customer seating
- Advise management of customer disputes/dissatisfaction for mediation
- Stock and maintain server stations for shifts

Sally Beauty Supply

2002-2003

Salesclerk

- Provide information on new and existing products
- Cashiering,
- Inventory and stock control.
- Verify professional certifications for license only products

Sherman West Court Nursing Home

2000-2001

Receptionist, Dietary Aide

- Liaison for patients and nursing staff,
- General office administrative management
- Delivery and service of patient food according to special dietary needs
- Cleaning and maintenance of Kitchen according to OSHA standards

Education

American International College Woburn, MA

2007-2008

Masters Certificate in Graphic Design & Web Design

Elgin Community College

2003

General courses in psychology, arts and English

Harper Community College

2002-2003

Courses in Fashion design, animation, and sewing

Computer Skills- PC and Mac platforms

Adobe CS2/CS3: Photoshop, Bridge, Illustrator, InDesign, Dreamweaver, Quark, Flash Xhtml, and CSS.

Microsoft: MS Office XP (Word, Excel, PowerPoint)