

VANCE TYRE PLEASANT

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GRAPHIC DESIGN ARTIST

<http://www.coroflot.com/vancepleasant/variety>

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|-------------------------------|-----------------------------|---------------------|
| ▪ Customer Service | ▪ High Quality Illustration | ▪ Adobe Illustrator |
| ▪ High-Level Communication | ▪ Network Administration | ▪ Flash Animation |
| ▪ Strategic Planning/Analysis | ▪ New Project Development | ▪ Quality Assurance |
| ▪ Graphic Design | ▪ Service Orientation | ▪ Leadership |

PROFESSIONAL EXPERIENCE

Avis Budget Corporation, Dallas, TX 2014 – Present
Courtesy Bus Driver

- Responsible for the safe and timely transport of passengers from terminal to base for the pick up of rentals.
- Provide quality customer care and assistance loading luggage and other personal effects.

Transportation Security Administration, Denver, CO 2013 – 2014
Transportation Security Officer

- Provided security at the checkpoints of Denver International Airport ensuring that passengers proceeded beyond the travel document clearing station to the x-ray machine.
- Watched for prohibited items and conducting pat-down searches for additional security.
- Maintained customer relations carefully managing stressed populations with regard to time and consideration.

Hertz Corporation, Dallas, TX 2011 – 2013
Instant Return Representative

- Responsible for quality customer care ensuring customers were properly billed upon the return of rentals and all other general service including providing directions, assisting the elderly, and families with children.

Southwest Airlines, Dallas, TX 1998 – 2009
Print Service Technician (2004 – 2009)

- Provided “best-in-class” customer service to multiple departments at the headquarters at Love Field.
- Spearheaded and monitored small-to-large digital print projects, focusing on administrative forms, checks, and travel vouchers, and technical manuals used internally by all departments and senior-level executives.
- Collaborated with team members to meet deadlines for up to 20 projects daily in a deadline driven environment.

Network Technician (2000 – 2004)

- Communicated with team of three technicians to identify and quickly resolve technical problems.
- Monitored and handled troubleshooting of Southwest Airline's network including flight operations, ground services, airport operations, Love Field hub, and cargo facilities and documented errors/corrective actions.

Call Center Representative (1998 – 2000)

- Answered incoming calls from customers assisting them with travel plans and consulted with passengers about flight times, departure cities, and best rates.
- Handled payment/credit card information and assisted with medical issues and unusual travel situations.

Arkansas Geological Commission, Little Rock, AR 1988 – 1998
Cartographer

- Conducted tours of the learning center providing children of area schools with creative presentations.
- Utilized artistic skill to design more than 30 oil paintings and large mural displays as well as graphic illustrations for the earth science museum using CorelDraw and Corel Photo-Paint.
- Led an 18-month project to design, render, and build a life-sized dinosaur for the children's museum.

EDUCATION & CREDENTIALS

Associates Degree, Graphic Design, Dallas Community College (Norhlake Campus), Irving, TX
Associates Degree, Computer Networking, Pulaski Technical College, North Little Rock, AR
Bachelors Degree, Art, University of Arkansas, Fayetteville, AR