

KAREN L ARGENT

Email: kargent@argentdesign.net

Website portfolio: <http://www.argentdesign.net>

Objective: To design, develop, and maintain extensive Internet and Intranet web platforms using advanced technology and creativity.

Summary

- Web Design HTML Certification, WS FTP Pro, Swish Animation, Adobe Creative Suite CS3, (Dreamweaver, Flash, Illustrator, Photoshop) CSS, JavaScript and other design tools.
- Utilize HTML coding, CSS, JavaScript, Adobe Creative Suite CS3 and other Web design tools, to develop, implement and maintain websites on various server platforms.
- Internet standards, usage and research
- Extensive PC troubleshooting skills with both hardware and software
- Installation and repair of various computer systems and peripheral hardware
- PC troubleshooting knowledge to diagnose system problems, setups and components
- Installation of Windows based operating systems, setups, programs, applications and utilities
- Microsoft standard business applications, software and setups
- Provide PC technical guidance, direction and troubleshooting
- Ability to make independent decisions resulting in positive outcomes

EXPERIENCE:

American International Group (AIG) Nashville TN 2002-Current Web Designer

- Coordinate projects with clients, technical resources to develop and design attractive and effective updates to intranet and internet sites.
- Utilize HTML coding, Swish Animation, Adobe Creative Suite CS3, (Dreamweaver, Flash, Illustrator, Photoshop) CSS, JavaScript and other design tools. to develop and implement updates and creative enhancements to both the public and private sites on the Lotus Domino server platform.
- Maintain the file and data servers content for accuracy to ensure that the content has effective layout and file size/ storage concerns.
- Proactively initiate improvements, updates and revisions to internal (300+ pages) intranet site and external public website. Design and organize existing or in-development web sites
- Provide technical support to the field and home office for the web and other pc software utilities.
- Continue to maintain detail-oriented and well-organized techniques
- Work with internal and external resources to develop enhancements and revisions and timely updates
- Actively stay apprised of Web technologies to maintain proficiency in web design skills, technologies for the web and design techniques.
- Meet deadlines and resolve issues independently with internal/external clients
- Use sound judgment to thoroughly analyze technical solutions and apply appropriate technical solutions.

American General Financial Group, Inc. Nashville TN 1996-2002 Sr. Technical Specialist

- Provide technical guidance and direction to Technical Specialists and Help Desk.
- Work closely with internal developers; network administration, clients, vendor and testers
- Responsible for releasing code to communication software and database applications

- Support technicians and provide solutions to technical and development problems
- Provide hardware, software, database and systems support
- Provide maintenance, updates, migration and design to Call Logging help desk database
- Interactive sessions processed to correct system files, setups and database problems
- Hardware and software maintenance including software installation and system diagnostics
- Replace and install system components such as hard drives, software, and peripherals
- Key player with facilitation in system testing and documentation concerning Y2K simulation
- Created and designed database for error tracking and transmission reports

Argent Design, Nashville TN 2001 - Current

Web site design – portfolio – argentdesign.net

- Use real world knowledge to develop an Internet presence and strategy that fits unique goals and visions
- Utilize HTML coding, CSS, JavaScript, Swish Animation, Adobe Creative Suite CS3, (Dreamweaver, Flash, Illustrator, Photoshop) and other design tools to develop, implement and maintain websites on various server platforms.
- Provide pro-active approach to input, ideas and strategies covering all aspects from content issues layout, design, creativity, graphics, navigation and www consortium integration and syntax
- Incorporate various web development software tools and HTML hand coding
- Ensure that sites provide a high degree of technical functionality and visitor usability
- Design and organize existing or in-development web sites using several phases
- Setup of Client/ Host IP address, mail, upload and maintenance of site directory and files
- Search Engine submission and consulting
- Cross-platform browser compatibility, user functionality and download time

American General Financial Group, Inc. Nashville TN 1991-1995

Help Desk Support Technician

- Provide hardware, software, database and systems support
- Hands-on IT environment with strong emphasis on system support to resolve client issues.
- PC Maintenance and troubleshooting

American General Financial Group, Inc. Jacksonville FL 1986 - 1991

Insurance Accounts Representative

- Responsible for various ACH debit accounts and records.
- Provide customer support with ACH transmission and draft history
- Developed Administration Desk Manuals
- Provide accurate and timely reports and account reconciliation
- Manipulate software programs to research and update policy and premium information
- Resolve client problems in a meticulous and organized fashion
- Provide daily premium accounting and ACH management
- Correspondence with participating banking institutions
- Life Office Management Institute Parts 1-9 completed

EDUCATION:

Florida State University, Bachelor of Music 1982 - 1986 Magna cum Laude

Nashville Technical Institute 1994 – 1998 – Web Design

New Horizons Computer Learning Center – 2003 – 2006 – Web Design

Comp Master Conference Series – Web Design - Current

Subscription to lynda.com – Online Training – Web Design – Current

Certification and Coursework

- HTML (Web Design Certification - Nashville Tech 2000)
- WS FTP Pro
- CSS
- Adobe Creative Suite (CS3)
- Adobe Photoshop CS and Image Ready
- Adobe Acrobat
- Allaire Homesite
- Macromedia Studio MX 2004 -(Dreamweaver, Flash, Fireworks)
- Swish Animation
- Web Promotion - Researching the Internet
- Programming Logic and Design
- MS DOS
- AS400
- Novell Networking
- Microsoft Office XP
- Windows 98, NT, ME, 2000, XP
- PC Upgrade and Maintenance

Affiliations - Current

- Member of [Brentwood Baptist Church](#) Choir and Media Team
- Volunteer at Nashville Union Rescue Mission
- Member of the [Nashville Symphony Chorus](#)
- [Blair School of Music](#) – Vocal Studies