

Brian Oswald

1208 W Nashville St • Broken Arrow, OK 74012 • Cell 918-232-7289 • godspeedgraphics.com

OBJECTIVE

To be a leader where my abilities and experience can be an impacting factor in helping achieve and exceed the company goals.

PROFESSIONAL SUMMARY

- Windows 9X, NT, 2K, XP/XP Pro
- Proficient in a wide range of computer programs including Photoshop, Illustrator, InDesign, Fireworks, Dreamweaver, Lightroom, Premiere Pro, Visual Web Developer, Outlook, Outlook Express, Microsoft Word, Excel, Powerpoint, and Adobe Acrobat
- Extraordinary record of managing projects with high quality, outstanding results
- Energetic self-starter with strong analytical, organizational, and creative skills

WORK HISTORY

March 2007 to
Present

Verizon Business, Tulsa, OK (918) 590-1000
Specialist / Systems Analyst

- Support a database of telecommunications rates through a research and data entry process.
- Ensure through internal audit that updated rate records in other regions are accurate before release to customers.
- Develop general user interface applications and websites to display calculated telecommunication database rates and records.

November 2001 to
March 2007

Alorica, Inc. / DecisionOne, Tulsa, OK (918) 877-6343
Senior Corporate Trainer

- Teach new and current trainers the principles of being a successful trainer.
- Train new and current employees on changing material concerning technology, customer satisfaction, and quality.
- Develop innovative recurrent training courses to help existing employees improve their quality so they will exceed company and customer expectations.
- Coach representatives who need assistance in meeting company goals.

EDUCATION

September 2006

Bachelor of Visual Communications
American InterContinental University – Atlanta, Georgia

- Concentration in Digital Design

July 2001

Associate of Liberal Arts
Tulsa Community College – Tulsa, OK