

Katherine Gutierrez

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- Objective** To obtain a position with a leading establishment that will leverage my relationship building, development experience and customer services skills.
- Education** **College:** Completing a Bachelor's Degree in Visual Communication (concentration in **Advertising**), International Academy of Design and Technology, Chicago, IL (Present)
- Winner of Presidential Scholarship October 2005
 - Deans List September 2006 and January 2007
 - National Deans List January 2007
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- Experience** **Elan Coordinator.** Elan Real Relationships, Chicago IL (Mar 2008- Present)
Coordinated matches for Chicago's premier matchmaking service, connecting with clients, understanding their needs and preferences, providing them with their perfect match.
- Interview clients about their relationship goals and match preferences
 - Participate in weekly Match Meetings in which clients are matched
 - Coordinate the schedules of up to 150 clients and their matches simultaneously
 - Obtain and manage feedback about the introduction via email or phone, to apply to next match
 - Thoroughly address all client questions and concerns about the service
 - Efficiently handle and resolve any client problems or complaints
- Assistant Account Executive.** Newcity Magazine, Chicago, IL (Nov 2006-Mar 2008).
Manage and process the development of many different client accounts by providing and assisting them with print, online advertising and promotional opportunities offered by the newspaper, including handling account transactions, advertisement design, and event planning.
- Enhance sale skills by developing a base of accounts working with local and national advertising networks.
 - Coordinate, schedule and plan advertising needs from beginning to end
 - Prepare and present media kit to clients
 - Work with designer to create advertisement
 - Arrange insertion orders and mail tear sheets for client
 - Assist the execution of events and promotions.
 - Extensive role in ad sales for Spring and Fall Fashion Guide – Boutiqueville 2007
 - Exceeded Sales Goal:
 - April 2007 120%
 - May 2007 133%
 - June 2007 138%
- Sales and Service Specialist.** Bank of America, Glendale Heights, IL (2004-2005).
Excelled at all aspects, which involved extensive responsibilities related to customer services for personal, business and large accounts, auditing, ordering supplies, balancing Vault and ATM as well as training newly hired tellers.
- Sharpened my ability to analyze problems, as I was accountable for basic and complex transactions.
 - Elected Spirit Champion. Organized events within the banking center to keep associates highly motivated. Using my energetic and creative personality I helped contribute to the creation of a good working atmosphere among my colleagues as well as with the public.
- Computers** Windows operating system, Mac system, Microsoft programs, Adobe Illustrator, Adobe Photoshop