

Ed Gallo

Art Director / Videographer / Graphic Design

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Dear Ms. Reader,

I've studied Graphic Design at the Brazilian Academy of Art in Sao Paulo and Video Post Production at school in Los Angeles. For your information my 10 years experience in "Graphic Design" and "Video Editor" including extensive customer service, marketing online and creative solutions.

I have in my portfolio many projects with advertising agencies and as a freelancer for some companies like Zulily.com, Booking.com, and ValveSoftware.com. Now I've moved to Los Angeles looking for new opportunities, and I hope you consider me for your job position.

Take a look at my website where you can read more about me.
www.edgallo.com

Authorized to work in the US for any employer

Work Experience

Portuguese Localization / Gaming Support Agent

Blueprint Consulting Services - Bellevue, WA

March 2016 to May 2017

Supporting the client's MMR games and gaming platform. Providing an outstanding customer experience, translate provided English text into Portuguese, Re-write and edit translated documents, solve customer issues with their account. (billing, hijackers, security, privacy and etc) well as enhance the customer experience with games, infrastructure, and platform.

Work in some side Graphics project as Newsletter and Software Layout.

CSE

Booking.com - Bellevue, WA

June 2015 to March 2016

The Customer Service Executive will provide excellent levels of customer service to resolve hotel and customer queries, both over the phone and via web chats, emails, etc. All Customer Service Representatives

will be universal agents, taking all types of calls including resolving customer complaints.

I support English, Portuguese and Spanish Lines.

Graphic Designer/Production Artist

IMAGINATIVE DESIGN - Seattle, WA

March 2009 to November 2014

- Create, analyze, and adjust multiple PPC and PLA campaigns to reach maximum potential
- Analyze keyword performance and orchestrate bid management for optimal ROI
- Create statistical reports based on SEM accounts and internal reporting, responsible for creatives art, banners, campaign, videos and etc

Photo Editor

zulily - Seattle, WA

January 2014 to August 2014

Working on photographs involving models and fashion, skin tones, models, etc. Responsibilities also include color correcting, resizing, batching and creating web ready graphics and doing background extensions.

Videographer/Editor

Cavernas Productions - Los Angeles, CA

May 2011 to March 2013

Video Marketing, Social Video Network, 3Ds Max and C4D (Logo Sting, Intro, tracking and rotoscoping), DSLR, HD SLR, Sony HVR-Z5U, post-production/production (audio/video) equipment, Storyboarding/illustration, Data Management (Logger) and Adobe CC (Pr, Ae, Sg, Ps, Lr) and Html5 codecs (Mp4, Webm).

Graphic Design/Photo Editor

OGG - Sao Paulo

June 2008 to May 2010

Implements Web solution by monitoring project progress; tracking action items; conducting design and implementation reviews; examining, researching, and resolving issues; escalating issues to appropriate authority; responding to team members' concerns; coordinating require-meets with interested departments.

Assures quality Web solution by developing and completing test plans; maintaining project and technical documentation.

GRAPHIC DESIGNER

Freelance - Sao Paulo

March 2005 to October 2007

Prepares work to be accomplished by gathering information and materials. Plans concept by studying information and materials. Illustrates concept by designing rough layout of art and copy regarding arrangement, size, type size and style, and related aesthetic concepts.

Education

Motion Graphic

El Camino College

2011 to 2013

Network and English

South Seattle Community College

2009 to 2010

Academy Brazilian Art
2005 to 2007

Skills

Photoshop, After Effects, Illustrator, Wordpress, Photography, Video Editing, Videographer, Portuguese, Indesign, Data Entry, Automotive Service, Customer Support, Customer Service, Call Center

Links

<http://www.edgallo.com/2017>

<http://www.linkedin.com/in/ed-gallo-a8356161>