

Kathy Hicks

Professional Summary

Web Site Designer with over fourteen years experience in design and implementation of professional web sites.

Graphic Designer: Experienced in Dreamweaver, Adobe Photoshop, Adobe Illustrator, Macromedia Flash, and various other graphic and web design software products.

Customer Support & Training: Over 17 years of experience in customer support and training, problem-solving and problem resolution.

Search Engine Placement: Impressive track record of getting web sites listed with search engines.

Professional experience

1997 - Present **Site One on the Internet** **Daphne, AL**
Web Site Designer & Graphic Design

Developed over 300 web sites plus graphics and photography for commercial clients and organizations. Clients include city and county governments, real estate companies, industrial manufacturing companies, chambers of commerce, national and local organizations, authors, small businesses, etc.

1995 - 1997 **On Line Alternatives, Inc.** **Mobile, AL**
Computer Operator II, Electronic Transcription System Administrator, Supervisor II

Remote digital billing, payroll, and transcription services for hospitals and physicians. Responsibilities included administration of IBM AS/400 hardware and software, developing and maintaining a digital transcription system, PC support, customer training and support, new employee training, and data entry.

1992 - 1995 **Joe T. Sharp, M.D., P.C.** **Huntsville, AL**
Computer Operator I, Billing Manager, Insurance Supervisor

Busy family-practice physician office. The practice split into separate companies in 1992 and Dr. Sharp lost most of his billing and all of his computer staff. I joined his staff to keep his office going, to train new employees, and to implement systems and procedures for the future success of the business. Responsible for operating IBM AS/400 and IBM PC's, ICD9 and CPT4 coding, data entry, and insurance processing.

1987 - 1992 **General Systems Design, Inc. (GSD)** **Pensacola, FL**
Software Support and Training

This company developed *Quick Recovery* medical billing software. Responsibilities included software support, client training, testing new programs, training new employees, software documentation, preparing and documenting new software releases and physician office management consulting.

1982 - 1987 **Mobile Diagnostic Center, P.C.** **Mobile, AL**
Computer Operator I

Computer operator for IBM AS/400. Responsible for computerized data entry and processing, insurance processing, and software upgrades.

Affiliations	2005 – Present	National Association of Photoshop Professionals	
	1997 - 2005	HTML Writers Guild	
	1998 - 2005	International Webmasters Association	
Education	2002 - 2005	Faulkner State Community College	Fairhope, AL
	Graduated Summa Cum Laude Faulkner State Community College with an applied science degree in Commercial Art/Graphic Design. Received Awards of Merit from the Art Department for 2002-2003 term, Awards of Excellence for 2003-2004 and 2004-2005 terms, and the President's Award, 2005.		
	1996 - 2001	ZDU / Smartplanet	Internet-Based
	Continuing Education via Smartplanet (formerly ZDU University). Successfully completed courses including Introduction to Photoshop, Photoshop Tips and Tricks, Advanced Photoshop, Photoshop for the Web, Introduction to Javascript, Using Java Applets, Cut-and-paste CGI, Cascading Style Sheets, Advanced HTML, Advertising on the Web, etc.		
	1992 - 1994	Faulkner University	Huntsville, AL
	1989 - 1991	Pensacola Junior College	Pensacola, FL

