

LAURA LINGWAI

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PROFILE:

Accomplished designer skilled in creating visual communications and all types of marketing media. Understands the importance of presenting companies in a positive light, and managing corporate brand. Technically accomplished in both MAC and PC Platforms. Proficient in the execution of fully integrated campaigns, including full production of printing, cutting, mounting, all size visuals. Equally comfortable working alone or in positions requiring a high degree of interaction. Handles total production management from raw concept to total communication strategy including total design visuals for the web, provides powerful solutions. Passion to serve, a will to win, a commitment to customers and a very positive outlook on life ensures nothing is impossible.

Technical Skills:

Adobe (MAC and PC Platforms). CS5, Photoshop, Illustrator, Dreamweaver, Acrobat, InDesign, iPhoto, iDVD, Microsoft Office Suite, Symon Targetvision, Share Ware, and Photography.

Leadership Skills:

Project Management, Team Management, Multi-tasking (very organized and detailed oriented), Coaching Staff, Excellent Oral and Communication Skills, Executive Client Management, Strategic Development, Corporate Communications, Art Direction, and Corporate Design.

Expertise in:

Visual designs, brochures, booklets, slide shows, posters, flyers, advertising layout and copy, advertisements, PowerPoint, special large scale displays, invitations, conferences, Internal TV Network, web visuals, event photography, leadership portraiture.

PROFESSIONAL EXPERIENCE:

LL Design, Coral Springs, Fl. **2010 – present**
Creative Director / Graphic Designer

Coral Glades High School, Coral Springs, Fl. **2010 – present**
Creative Director / Graphic Designer / Photography
Volunteering - Designing and supporting the Band & PTSO of Coral Glades High School.

CARESOURCE, Ft. Lauderdale, Fl. **2010 – 12/23/2011**
Front Office Manager: Administrative Assistance / Intake Specialist

In this position there was a record of increasingly responsibilities

- Possessing self motivated, strong organizational and follow-up skills with excellent attention to detail, including multi-tasking
- Supporting key senior management, exercising considerable discretion and independent judgment, as well as ability to interface and work with all staff; leaders, clients and outside professionals to support our clients
- Experience with administrative tasks that creates and supports an organized and efficient environment, highly organized, responsible and dependable management, including written and oral communication skills
- Human resources; management, supervisor and training of office volunteers, including AARP and CareSource staff
- Proficient multitasking, capable management of concurrent challenges, tasks and situations to support seamless operations
 - multi-line phone management, management of all client files and charts, non-profit management, guardianship, intake process dealing direct with new clients
- Calendar management, processing of daily/weekly/monthly reports, visuals and payroll

Specific strengths include:

- Streamlined filing system, set up a tracking system, avoided additional costs
- Researching replacement office equipment and supplies
 - Set up an office supply tracking system
 - Hands on to trouble shoot office equipment
 - Finding solutions that avoided additional costs, in some areas up to a 50% savings
 - Providing solutions that were conducive to a non-profit in environment
- Processing incoming and outgoing mail, tracking payments, FedEx, postage meter and processing all credit card payments, dealing directly with outside vendors
- Responsible for coordinating and tracking deliverables on key initiatives for executive leaders, including the planning of team meetings, Board of Director meetings and ownership or tracking of specific team projects, business continuity planning, the performance management process
- Strong interpersonal skills and the ability to interact with various levels of management
- Ability to manage multiple priorities within established timeframes and demonstrates flexibility
- Ability to work with a sense of urgency and under pressure, as needed
- Proficient in all Microsoft Office Programs, Microsoft Outlook, Calendar Management, Time Matters and Time Slips

Intake Specialist:

- Handled all new clients, screen calls to obtain pertinent information, tracked progress of the case. Processed all follow-up communications to attorneys, potential client/family members, input all contact information into the system, disturbed New Client packages and obtain medical benefits and payment information. Created the new client contracts, ensured that they were received, signed, created and managed files, folders and charts, including all forms were created and set up in house. I enjoy being a team player as well as a leader.

AMERICAN EXPRESS, Ft. Lauderdale, FL

1981 – 2009

Creative Media Specialist – Corporate Affairs and Communications (1981 – 2009)

Served as a designer and multimedia advisor for the South Florida Headquarters with 3000 employees; also supported the US and India Service Centers. Managed purchase of supplies, equipment and software. Served as In-house photographer for all events and supported full range of activities.

- Completed over 6,000 visuals and specialized communications for projects including:
 - Roll out of the annual Employee Giving Campaign (3000 employees)
 - Campaign for the Health Wellness Fair (2,800 employees attended)
 - Yearly Leadership Conference (800 executives attended)
 - Achievers Circle Award Winners (highest performance rated employees)
 - Needy Children outreach projects: Adopt a Camper; Adopt/Adopt A Child for the Holiday
 - Numerous national/local philanthropic endeavors including the Dan Marino Foundation
- Designer and Multi-media Advisor for Community Involvement Council and Diversity Networks
- Corporate Representative for HOW Design conference for graphic designers
- Located vendor for larger poster material, saving a \$100 a roll, \$20K a year
- Key contributor to branding of company as good corporate citizen and in it being recognized as one of the “Top 50 Best Places to Work” by JD Powers for two years in a row
- Led interior decorating renovations for Executive Conference Room, avoided \$5K in costs
- Served as a design and brand mentor to department in-house design teams
- Introduced graphic e-mail proofs/share drive to enhance communications with offsite designer
- Quantified communications with regular surveys from customers
- Managed campaigns with cross-functional personnel and external vendors

EDUCATION:

Kingsborough Community College, Brooklyn, NY

VOLUNTEER:

- Broward County School, Coral Glades High School, PTSO Board – Design Team, Creative Lead, advising and creating communications to support the success of the students and school. Working with the administrators, students, teachers and volunteers to promote events, creating an identify for this non-profit organization. Band photographer and Creative Media Specialist.
- Broward County School, Sawgrass Springs School, PTA Board – Safety, Assists to raise funds, and Teacher Appreciation/Hospitality
Assists to raise money for the local in need, supports the school teachers and promotes safety. Meets monthly to discuss ideas, organizes events and concepts related to raising funds and assisting with ensuring safety for the children/school, by working with the local police and school resource officer. Created visuals and photographed school events.
- Saint Elizabeth Ann Seton - Charity, assist and organize religious education school office.

Certificates, Honors and Awards:

Certificate of Completion
40 hours Professional Guardianship Class, EDU Health

Certificate of Completion
Department of Elder Affairs State of Florida
Professional Training for Elder Abuse, Neglect and Exploitation

Volunteers Assisting Students & Teachers,
Certificate of Appreciation
The School Board of Broward County, Fl
Awarded by the state of Florida, volunteering
over 200 hours for the 2010-2011 school year

Volunteers Assisting Students & Teachers,
Certificate of Appreciation
The School Board of Broward County, Fl
Awarded by the state of Florida, volunteering
For over ten years 2010

Volunteers Assisting Students & Teachers,
Certificate of Appreciation
The School Board of Broward County, Fl
Awarded by the state of Florida, volunteering
over 200 hours for the 2009-2010 school year

Certificate of Appreciation
Recognition of Commitment & Support of local Good Citizenship efforts.
American Express
Community Involvement Council Core Team &
the Employee Giving Campaign Committee Member

Recognition of Commitment & Support within the Community
The Dan Marino Foundation, Y100 and The Miami Dolphins.

Please visit my profile on www.linkedin.com/in/lauralingwai
and if you would like to **view samples of my work please visit www.lldesignatelier.com** or "My Portfolio" from linkedin will direct you there.