**DEANNA ANSALDO**

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Douglasville, PA 19518 ♦ (484) 868-0700 ♦ dransaldo13@gmail.com

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|  | **Professional Summary** |  |
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I am a creative and analytical thinker that values the satisfaction of the people I am servicing in all tasks that I complete. Integrity is something I value in the workspace, and something the people I come in contact with appreciate from me. I am multidisciplinary, quick to learn, and do my best in every endeavor I undertake. For design or marketing positions, I have design and graphic arts related skillsets that may serve as useful.

Digital Art Portfolio: <https://deannaansaldoart.wixsite.com/deannaansaldoart/digital-artwork>

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|  | **Skills** |  |
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* Problem-solving
* Attentive to detail
* Trustworthy
* Strong independent work ethic
* Effective team collaboration
* Microsoft Office Suite
* **Adobe Photoshop**
* Multitasking in a fast-paced environment
* Quick to learn
* Strong written and verbal communication
* Positive Attitude
* **Adobe Illustrator**
* **Affinity Designer**
* **Procreate**

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|  | **Work Experience** |  |
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**Member Services Representative,** August 2019 – Present

**National Elevator Industry Health Benefit Plan,** Newtown Square, PA

* Effectively managed daily high-volume calls for health benefit plan correspondence, resolving an average of 440 inquiries in any given week.
* Handled all call inquiries including claim status, medical, dental, mental health, and vision plan benefits quotes, plan eligibility, and identification of claims processing problems to set up the appropriate adjustments.
* Learned and upheld knowledge of procedure and diagnosis codes relevant to the benefits.
* Coordinated daily communication between internal and external departments for Health Care inquiries to achieve successful membership resolutions.
* Maintained courteous, composed, and effective communication to discontent members to reach accommodating resolutions.
* Updated notes to accommodate for most recent benefit changes, policy updates, time sensitive filings, appeal deadlines, and medical meetings to provide most accurate information to the membership.
* Successfully identified fraudulent or suspicious callers to maintain compliance with HIPAA law and protect company integrity.
* Daily interfacing of healthcare systems including Basys and Redcard (Zelis).

**Sales Associate/ Photographer/Photo Editor,** January 2019- August 2019

**The 5 Senses Gallery,** West Chester, PA

* Researched and held extensive knowledge of each artist being sold in the gallery
* Photographed all handcrafted US based pottery, textile, metal, glass and fine jewelry items to upload into photoshop, edit and add to this small business’s website
* Opened and closed gallery, which included punctuality, setting out all display items, creating welcoming atmosphere, tracking cash register amounts, storing valuables in safe, closing lights, powering down electronics and locking up.

**Jewelry Repair Assistant/ Sales Associate/ Graphic Designer,** May 2016- December 2017

**Warwick Jewelers,** Exton, PA

* Performed ring measurements to complete Ring size adjustments, jump ring creations using cut and solder techniques
* Organized, distributed and displayed products in polished, professional manner
* Studied repair techniques, and appropriate pricing for all damages in applicable metals
* Designed sales advertisement banners utilizing typography, composition and Principle of Design for the company website.
* Photographed Jewelry capturing high resolution detail and light refraction to showcase all features of the product.
* Recorded and documented repair and custom service transaction
* Maintained accurate and organized sales transaction information while keeping Inventory of all pieces in store.
* Trusted to close the store and place most valuable collections within safe.

**Research Assistant,** September 2014 – May 2015

**Indiana University of Pennsylvania,** Chadds Ford, PA

* Input data concerning drawing, writing and electronic survey responses into SPSS analysis software
* Analyzed data looking for key variables indicative to the level of depths of emotional disclosure
* Met and Collaborated with a Psychology professor, graduate student and peer undergraduate student to conduct research sessions with the student population and discussed results, problems and solutions
* Wrote in APA format the experimental results, conclusion, and abstract
* Created the display poster for and presented within the Undergraduate Scholars Forum

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|  | **Education** |  |
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**Indiana University of Pennsylvania; Robert E. Cook’s Honors College** – Indiana, PA

Magna Cum Laude with GPA 3.57

Bachelor of Arts, Psychology, December 2017

Bachelor of Arts, Art / Studio, December 2017

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|  | SKILLSET |  |
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**Proficient and working knowledge in:**

* **Adobe Creative suite: Photoshop – Illustrator- InDesign**
* **Canva**
* **Affinity Designer**
* **Procreate**

**-Conceptual, Realistic, Brand oriented- Illustrations, Typographic Art, Logo Designs, Color Schemes**

**Taking Courses for:**

**Motion Design/Animation within Procreate – Procreate Dreams**

**Pending Certification completion Sept. 2025:**

* **Stefan Kunz Animation Bootcamp 2025**
* **Two Tap Art Summit 2025**