

## Daniel M. Wenk

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### Experience in:

- ◆ Experience in the graphic design, development and production of printed materials & web design
- ◆ Adobe Creative Suite— Dreamweaver , Flash, Photoshop, Illustrator, Fireworks, Premier Pro
- ◆ Web site design and development, HTML, DHTML, JavaScript, ASP, PHP, XML,WML
- ◆ Adobe Digital Marketing Suite — Omniture, SiteCatalyst, ClickMap
- ◆ MAC and PC Experienced

Education: Northern Illinois University  
Bachelor of Fine Arts: Illustration.

Certifications: CompTIA A+  
ITIL v3

Organizations: Member Toastmasters International

### Current Position:

06/13– Present: Senior Analyst (Graphic and Web Designer), Bill to Cash Communications  
Verizon  
901 International Parkway, Lake Mary, Florida

Project lead for reviewing and researching existing departmental Bill to Cash branding, graphic, interaction design and websites to assess needs and elevate usability. Redesign user interfaces and graphic elements & create processes to sustain relative content and high quality standards across web, social media, mobile and email. Verizon sites are hosted on various platforms depending on the needs of the sites. Current projects are using Drupal, WordPress and other front-end tools and techniques. Under my direction, the Verizon Fraud Internal Web Site project was successfully delivered & met all deadlines and maintained a high level of quality increasing hits to site over 500%. The site has been recognized at one of Verizon's top 10 internal websites and used as a model for best practices and quality design.

I developed and maintain departmental SharePoint sites and customized social media site based on Jive collaboration software. Work with the Executives, Verizon Partners and vendor partners to develop and execute communication plans, research topics, gather photos and video, and use that information to conceptualize, design and produce key communications to all segment/enterprise publications. This information most often contains confidential information. Develop and manage effective relationships with other Verizon departments. Develop internal and external presentations for Executive Leadership. Capture and deliver reports to senior executives on the effectiveness of key communication initiatives.

### Past Position:

05/06 – 6/13: UX Developer / Designer - Business Analyst  
Walt Disney Company - Global Business Technology Solutions

Designed and developed the Guest Information Section on the Walt Disney World and Disneyland Intranet site. The sites deliver information for over 75,000 cast members (employees). This included the strategic, tactical and graphical communication initiatives of many departments. The Graphics were created using Adobe Design Suite. The interface was developed applying new and innovative communications and cultural approaches of responsive web design using OpenText Enterprise Information Management system, DHTML, HTML5, CSS, JavaScript, ActionScript and Flash with an emphasis on guest/customer service. I was responsible for developing site usability when using JAWS screen reader and checking for Sect. 508 compliance following W3C UAAG 2.0 Guidelines. The site was updated frequently, using SEO metrics from Adobe Omniture. Feedback from key stakeholders and users was also sought out regularly to continually improve navigation and accessibility.

Developed and implemented a communication delivery system aboard the Disney Cruise Line Ships. The system delivers content from one centralized data source to communicate to, but not limited to, all frontline guest communications. This industry first, and customized solution, utilizes OpenText (Vignette) Content Management, XML services, JavaScript, and InDesign Desktop Publishing solutions to place content into print, digital signage and mobile applications. The end result enables the guest communicator to edit, organize and integrate complex schedules into a fully formatted document created automatically with the push of a button. The solution drove improvements to the business by reducing creation time by 40%, and reduced errors.

## Past Positions:

03/04- 05/06 Multimedia Specialist,  
Disney Reservation Center, Walt Disney Company  
1700 Municipal Dr.  
Orlando, FL 32809

Developed interactive multimedia training and communication, which included Video, Interactive animation, application simulation, games, and marketing information to be used by the Disney Reservation Center call center. Managed Disney Reservation Center information in a custom content management system to be used by the DRC Representatives while on call with guests.

01/03- 05/06 Adjunct Instructor, Web Technologies and Design  
International Academy of Design and Technology  
5959 Lake Ellenor Dr.  
Orlando, FL 32809

Instructed college course curriculum in Web and New Media Development. Responsible for creating lesson plans, managing daily resources and reports. Worked with 40- 50 students per semester troubleshooting student work and team projects. Ensured students had an understanding of the software development process, particularly as it relates to web-based applications. The courses I delivered covered topics including search engine optimization, web industry trends, technologies and solutions. I consistently received high ratings and student praise.

10/02-10/03 Contract Technical (CIW) Instructor  
The Training Solutions Group  
630 Colonial Park Drive  
Rosewell, GA, (actual teaching location: ATT Corp Offices, 3200 Lake Emma Rd, Lake Mary FL)

10/01-10/02 Contract Technical (CIW) Instructor  
Knowledge Alliance, Oak Brook IL 60523  
Absolute Solutions, Inc., Bloomingdale, IL 60108  
I/Tech, Frederick, MD 21701, (actual teaching location: Wilber Wright College, Chicago IL)

6/01-10/01 Systems Trainer  
Pindar Systems, Chicago IL 60610  
Trained technical and non-technical users on multi layered catalog publishing software that utilized Quark Xpress and Oracle databases.

2/01-6/01 Adjunct Technical Instructor,  
Joliet Junior College, Institute of economic Technology  
Joliet Illinois 60432

9/99-2/01 Webmaster  
Cyborg Systems, Chicago IL 60606  
Developed and maintained Cyborg's internal Intranet and external web site www.cyborg.com and corporate extranet. Worked closely with Graphic Designers, Digital Project Managers, Marketing Directors, and Account Managers to ensure consistency of marketing campaigns and brand presentations that were aligned with Cyborg strategies.

2/97-9/99 Internet Technology Instructor  
CIW (Formerly ProsoftTraining.com), Austin TX 78746  
I was one of the first 20 trainers to be certified to teach the Certified Internet Webmaster (CIW) curriculum. I delivered courses for web site development including the site development process, customer expectations, and ethical and legal issues of Web development. More advanced topics included extended technologies, image files, GUI site development applications, and site publishing and maintenance. Current issues in Web design, including the extensibility of design tools, compatibility of these tools, open-source applications and the functionality of current Web browsers.

9/91-2/97 Marketing Specialist  
Joliet Junior College, Institute of Economic Technology,  
Joliet Illinois 60431  
Graphic design of marketing material for noncredit classes and business seminars. Prepare all prepress work for delivery to printing vendors. Review printer estimates/bids and select most cost effective options. Home page development for local businesses Instruct noncredit classes on desktop publishing, Microsoft Office titles and Presentation software.