

New Media Design      me@shauncharity.com  
shauncharity.com      phone | 415.341.4710

## Experience

Elgato Systems, LLC      Tech Support | Inventory Control  
August 2005–Current

I am responsible for RMAs, sales support and product testing for the QA department. Other duties include order fulfillment for online sales and reseller distribution in US, Canada, and Japan.

CompUSA      Tech Services Department | Retail Sales  
September 2003–May 2005

Identified specific technical issues, authorized and processed warranty claims with manufacturer. Daily tasks required me to perform hardware upgrades, repairs and software configuration on all machines.

Hora Associates      Graphic design | Web Maintenance  
June 2001–August 2003

Worked on multiple projects including designing an annual report with strict deadlines, web site maintenance, catalog layout and preparing finalized vector artwork for publication.

## Freelance Clients

joelstreeter.com	jgormanphoto.com	The Greens Keeper
evenelroy.com	Ultimate Symbol	Prakriya Ayurveda

## Knowledge

Windows 2000   XP	Mac OS9   OSX	Office Suite
Photoshop	Illustrator	InDesign
QuarkXPress	FontLab	Flash
Dreamweaver	Final Cut Pro	Reason
After Effects	DVD Studio Pro	Peak

## Languages

XHTML   CSS 2.1	ActionScript 2.0	Typing: 75 WPM
OOP Concepts	XML	PHP basics

## Education

Bachelor of Fine Arts in Computer Arts, New Media  
Academy of Art University | San Francisco, California

## Associate of Fine Arts

State University of New York at Rockland | Suffern, New York