

Deborah M. Carrillo

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PROFESSIONAL PROFILE

- Organized and detail professional with hands-on experience managing projects, meeting deadlines, and preparing detailed documentation in highly regulated, quality-focused environments.
 - Highly skilled in analyzing risk, determining customer eligibilities, and implementing policies to meet organizational and regulatory compliance standards.
 - Demonstrate powerful negotiation skills with full understanding of Rights & Clearance Service and License Agreement.
 - Proficient at MS computer knowledge (Word, Excel, Outlook, PowerPoint.)
 - Effective communication skills.
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WORK EXPERIENCE

Video Client Service Specialist

Bank of America, Jacksonville, FL, January 2015 – November 2017

- Video Teller Agent (VTA) process transactions accurately and efficiently in accordance with established policies and procedures.
- Daily operations include check cashing, deposits, withdrawals, and internal and external account payments.
- Maintain up-to-date knowledge of bank policies regarding regulatory, security and audit procedures.
- Received multiple global, gold and bronze awards for customer satisfaction; and recognitions for high risk ATM with Teller Assist (ATA) fraud detection.

Videographer

Nextgen Reporting, Jacksonville, FL February 2014 – January 2015

- Video stream depositions and arbitrations.
- Set up and manage video equipment and related electronic equipment.
- On call videographer for North Florida region.

Tax Support Representative

Merrill Lynch-Bank of America, Jacksonville, FL January 2014 – April 2014

- Assist clients with broad description of tax reporting statements regarding account reportable items, dividend/interest and principle for securities held on record date and reconciliation of cost basis.
- Lend technical support with connecting to the MLOL website and quicken downloads.
- 11years seasonal support representative for Merrill Lynch.

Digital Media Archive Coordinator

Wounded Warrior Project, Jacksonville, FL October 2013 – January 2014

- Document and annotate digital library to improve quality, efficient usage and distribution of digital assets.
- Select photos for upload to WWP image website, department server and integration into Media Asset Management (MAM) system.
- Record and maintain activity metrics for future software upgrades and marketing purpose.

Client Service Representative

Merrill Lynch-Bank of America, Jacksonville, FL December 2012 – October 2013

- Provide a high level of service, support, and responsiveness to account holders.
- Ensure transfer request, stop payments; checking/savings account transactions are initiated accurately and in accordance with business guidelines.

Digital Imaging Coordinator

PGA TOUR INC., Ponte Vedra, FL August 2000 – April 2012

- Accelerate development of online digital gallery in 2000 to contend with regional and national competition, prior to 2005 merge with GettyImages.
- Maintain project assignments through asset management platform.
- Secure of 75% image displayed within World Golf Hall of Fame, 70% images for multiple TPC club renovation projects.
- Secure images for vary TOUR tournament promotion material and brochure material for International Olympic Committee to elect Golf as an Olympic sport for 2016 games.
- Work personally with authors in image selection and procurement for two produce books, “Golf’s Driving Force” and “The PGA TOUR”.
- Design and administer survey to clarify sport agent’s expectations, product and service conditions, cost objectives, and competitive partnership.
- Demonstrate powerful negotiation skills with full understanding of Rights & Clearance Service.
- Develop and maintain productive relationships with key photographers and image partners’ websites.
- Proficient with Photo Mechanic, Adobe Photoshop CC, Acrobat Pro, Lightroom, Microsoft Office and InDesign.
- Work closely with other PGA TOUR departments to support initiatives.
- Educate clients and staff on how to quickly locate and download photos needed utilizing pgatourimages.com and image partner websites.
- Work closely with Brand Creative to identify photos that support campaign concepts and creative executions.
- Prepare and deliver files to print vendors for client display needs.
- Manage and refine the photo archive to maximize long-term value of image collection.
- Research and edit stored historical images.

EDUCATION

Jacksonville University, Jacksonville, FL

December 2012

Bachelor of Arts in Art – Visual Communication

COMMUNITY EXPERIENCE

Mayo Clinic – Florida

(2009 - 2018)

- *Art Therapist:* An expressive therapy that uses the creative process of making art to improve a person’s physical, mental, and emotional well-being. Document patient’s performance in order to better assess patience’s response and recovery. Adhere to Infection Prevention & Control compliant guideline.
- *Surgery Waiting Desk:* Act as an advocate for families of patients undergoing surgery and to provide information and assistance; maintain environment of waiting room. Work closely with the nurse liaison to obtain patient surgery updates. Update surgery status schedule for information desk hourly, indicating time of update on the schedule. Provide essential, non-clinical support to recovery staff and physicians as needed. HIPPA & JCAHO Knowledge.

Hispanic Chamber of Commerce of NEFL – Florida

(2013 - 2016)

- *Fundraising and Sponsorship:* Participating committee member engage with raising funds and sponsorships for FCHCC “Achieving the Dream Scholarship”. Funds raised within participant years provided 59 scholarships. (Valued at \$2,500 each)

Indo-US Chamber of Commerce of NEFL – Florida

(2016)

- *Business Award Panel of Judge:* One of five on Business of the Year judging panel to review 6 Jacksonville area INDO business applicants and judge based in the following criteria. *How the company contributes and promotes the economic growth, stability and improvement of Jacksonville. *Supports Diversity and Inclusion, *Provides exemplary customer service, community involvement.