



**Christopher M Rubano**

*Instructional Graphic* } **Designer**

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## Work Experience

### *Training Specialist*

Salesforce.com, Inc.  
07/2015 - Present | Indianapolis, IN

### *Premium Support Analyst*

Salesforce.com, Inc. (formerly ExactTarget)  
06/2013 - 07/2015 | Indianapolis, IN

### *Support Analyst / Tier 1*

Salesforce.com, Inc. (formerly ExactTarget)  
08/2012 - 06/2013 | Indianapolis, IN

### *Crew Member / Demonstration Specialist*

Trader Joe's, Inc.  
04/2011 - 08/2012 | Chicago, IL

### *Database Specialist / Asst. Studio Manager*

Smashing Pumpkins Machine, Inc.  
02/2009 - 10/2009 | Northbrook, IL

### *Technical Support Representative*

Computerworks of Chicago, Inc.  
11/2007 - 10/2008 | Chicago, IL

### *Restaurant + Hospitality Industry*

Various Employers  
10.2003 - 06.2007

Develop top-flight multi-modal training to Support Analysts for the Salesforce Marketing Cloud. Identify general trends in Support cases, and provide requisite training opportunities.

Troubleshoot complex software issues and customized data solutions for the Marketing Cloud platform. Ensured a high level of customer satisfaction for high-value clients.

Fielded inbound customer questions and resolved account inquiries. Troubleshoot technical issues, and provided information and training on ExactTarget's products & services.

Provided exemplary customer service to patrons from diverse backgrounds. Demonstrated superior knowledge of food, beverage, and cooking methods. Managed inventory.

Implemented database of studio equipment, set-up and dismantled recording equipment, managed studio in the absence of Manager. Oversaw maintenance of equipment.

Resolved technical issues for a proprietary independent and college bookstore POS software. Consistently achieved the highest customer satisfaction ratings in the department.

Supervisory duties, cash control, opening and closing duties. Ensured the efficiency of fast-paced cafe & restaurant environments. Regularly exceeded customer expectations.



## Education

### *Bachelor of Fine Arts, Illustration*

Northern Illinois University  
1998 - 2004 | DeKalb, IL

### *Technical Communications Certificate*

Indiana University-Purdue University  
2015 - Present | Indianapolis, IN



## Design Expertise

Photoshop	■■■■■■■■■
Illustrator	■■■■■■■■■
InDesign	■■■■■
Articulate Storyline	■■■■■■■■■
Audacity / Boson	■■■■■■■■■
MS Word	■■■■■■■■■
MS PowerPoint	■■■■■■■■■



## Technical Expertise

SQL	■■■■■■■■■
Technical Support	■■■■■■■■■
Hardware Support	■■■■■■■■■
Database Mgmt.	■■■■■■■■■
Technical Comms.	■■■■■■■■■
Office Equipment	■■■■■■■■■
Typing: 50wpm	■■■■■■■■■