

MULTIMEDIA DESIGNER

Graphic Design • Video Production • Motion Graphics

Talented motion graphics designer and multimedia specialist recognized as the "Animation Guru," dedicated to leveraging animation expertise for brand content adaptation and enhancement while staying current on evolving technologies and trends. Committed to promoting accessibility and ensuring multimedia elements meet specific needs in creating effective and inclusive content. Skilled at fusing video design with technical support, developing an in-depth understanding of viewers' perspectives to create effective and engaging content.

Core Expertise

- Design and Animation
- Cloud Security
- Training and Support
- Quality Control
- Collaboration
- Testing and Deployment
- Customer Enablement
- Iterative Improvement
- AI Narration Playback

PROFESSIONAL EXPERIENCE

HONCIANO MEDIA and DESIGN, Freelance | Current

Freelance Multimedia Designer specializing in graphic design and instructional video production. Create tailored visual content from concept to completion, ensuring alignment with client branding and goals.

- » Designed and produced custom graphic content for various clients, aligning with their branding and communication goals.
- » Created high-quality instructional videos from storyboard to final edit, ensuring clear and engaging content
- » Managed projects independently, overseeing all stages from concept development to final delivery.
- » Collaborated closely with clients to understand their needs and deliver creative solutions tailored to their objectives.

MULTIMEDIA DESIGNER, Cisco | Jan 2015 - Present

Produced multimedia content, including video, motion graphics, screencasts, and interactive design, by cutting, editing, and manipulating video content to make it visually appealing for educating and training new customers, keeping the brand consistent, and staying on top of design trends.

- » Produced engaging custom video animations in Adobe After Effects with AI narration playback for customer enablement by conceptualizing the project, understanding its objectives, and defining the target audience and key takeaways.
- » Developed templates, After Effects Expressions, and recommended tools to expedite video production, resulting in 13 custom animation videos per quarter within five days and reducing instructional video production time by 50%.
- » Conducted live onboarding sessions, training new customers on demonstrating product deployment and answering technical questions for DNS Layer Security and Active Directory Deployments.
- » Supported the Security Enablement Team by working closely with instructional designers to understand their graphic needs, providing feedback for creating static and animated graphics for Cisco Umbrella content, improving instructional design efforts, and facilitating team development.
- » Designed reusable assets and created internal instructional videos in Photoshop Templates, Adobe Illustrator, and After Effects, featuring scalable vector graphics and dynamic programmable controls through layer expressions, resulting in adjustable and time-efficient graphics, reduced dependence on third-party plugins for video production, and improved collaboration.

LEVEL 1 SUPPORT TECHNICIAN, OpenDNS | Jun 2013 - Jan 2015

Collaborated closely with enterprise customers to optimize their utilization of security services, ensuring alignment with their unique security requirements and business objectives.

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- » Designed and implemented a custom CSS and JavaScript-based WYSIWYG tool, creating visual consistency for a new self-service area in Zendesk, integrating seamlessly with Skilljar, and eliminating inconsistencies with manual graphic insertion.
- » Authored support articles, improving self-service knowledge hub, improving customer satisfaction, and promoting brand awareness.
- » Assisted in troubleshooting and resolving service discrepancies, configuration issues, and IP address conflicts, providing network reliability, security, and continuous service for clients.

ACADEMY of ART UNIVERSITY | Online support technician | January 2007 to Jun 2013

Provided online support for students and instructors using the learning management system. Responsibilities included resolving issues with login accounts, assisting with accessing online classes and homework assignments, and resetting quizzes upon authorization.

- » Provided initial responses to an average of 25 support tickets per hour, ensuring prompt and effective customer service.
- » Submitted detailed bug reports to engineers, identifying and resolving technical issues within the learning management system.
- » Authorized and reset quizzes for students, ensuring compliance with academic policies and smooth course progression.

TECHNICAL SKILLS

Camtasia | Blender | Photoshop | Premier | Adobe Illustrator | Adobe After Effects | MS Office | Mac OS 10.x | Windows

EDUCATION & PROFESSIONAL DEVELOPMENT

Associate of Arts, IT Computer Tech | Heald College | San Francisco, California

Completed coursework for Microsoft Certified Systems Engineer (MCSE)