KELLY PATRICK DUGAN | 510.332.8990 | kellypatrickdugan@gmail.com | Oakland, CA

Quality Photographer, Photo Editor, Tech Support Expert, UX Enthusiast, Problem Solver
www.kellypatrickdugan.com

QUALIFICATION SUMMARY

- Over 11+ years of commercial and corporate photography and editing, specializing in visually stunning image libraries.
- Over 20 years of technical support, software management, and team leadership experience.
- Proficient in on-site and remote photo editing for high volume events, delivering consistent edits with speed.
- Problem solver who applies common sense and iterative tactics to tackle complex challenges.
- Excellent communicator with a solution-oriented approach, a passion for teaching, and empowering others.
- Successful in driving high engagement rates through data-driven email marketing campaigns utilizing SQL, behavioral triggers, and A/B tested content.
- Experienced copywriter and editor with expertise in system troubleshooting documentation, marketing, and social media content.

WORK HISTORY

April 2017 - present Drew Altizer Photography
Photo Editor - Onsite and Remote

- Provide onsite and remote photo editing using Lightroom and Photo Mechanic with high standards for consistency and color correction for mostly non-profit large events with high volume of images.
- Travel onsite so client has rapid turn around overnight, large volumes processed quickly.
- Upload and manage digital assets in the evening after editing
- Able to work unconventional hours while editing in an efficient manner while maintaining consistency

January 2012 - present
Kelly Patrick Dugan Photography
Business Owner - Photographer - Photo Editor / Digital Collections Specialist
- Business owner, photographer, and photo editor/digital collections specialist specializing in commercial-grade photography and design for a diverse range of clients, including leading educational institutions, national publications, top-tier technology companies, and distinguished wineries. (www.kellypatrickdugan.com)
- Proficient in various photo software tools, including Adobe Photoshop, Lightroom, and Capture One, with a strong commitment to high-quality work and client satisfaction.

Photo Production Assistant and Digital Technician / Film Lab Assistant
- Provided photo production assistance and digital technician work for brands as Apple, Levi Strauss, and Ford, and notable photographers like Tai Power Seeff, McNair Evans, and Mathew Wakem.
- Assisted in processing medium and large format film for photographer clients, contributing to the overall efficiency and productivity of the team. Familiar with Canon, Nikon, Fuji, iPhone gear.

January 2017 - present
Busse Design USA, Inc.
Copywriter / Editor / Marketing
- Served as communications editor, copywriter and design assistant for the CEO of Busse Design. Wrote articles for the website using market research, excellent writing and proofreading skills and a knowledge of how to reach people effectively and with clarity. (See CEO review at LinkedIn - Joy Busse).

2011 - 2012
Pandora Media
Email Marketing Program Manager
- Successfully managed the "Tips and Tricks" behavioral triggered email campaign at Pandora Media.
- Utilized smart SQL queries to increase engagement rate by < 10% (opens, clicks through on CTA).
- Boosted subscriber list by 2 million using targeted, relevant, and personalized templates.
- Implemented best DSP volume practices to clean email list and reduce bounce rate.
- Created and tested HTML/CSS templates for optimal CTR and listening hours aligning with style guide.

2007 - 2011
WhatCounts
Email Marketing Strategic Account Manager / Technical Account Manager
- Provided email marketing support and account management to over 20 Fortune 500 companies as an Email Marketing Strategic Account Manager/Technical Account Manager at WhatCounts
- Boosted spending on lifecycle marketing programs from 0% to over 10% within a year for my book of business

2004 - 2007
CompleteCase.com
Technical Support Specialist
- Provided exceptional email and phone support for customers seeking legal aid products, contributing to high customer satisfaction.

1996 - 2002
AT&T Wireless/T-Mobile
Product Evaluation Manager / Technical Support Lead
- Led a team of 15 technical support specialists responsible for providing top-notch support for all wireless devices.
- Acted as Product Evaluation Manager with support focus, where I played an instrumental role in driving customer satisfaction by developing effective support decision trees.
- Implemented improvements that resulted in a significant decrease in Average Handle Time by over 10%, contributing to an overall better customer experience.

EDUCATION

Seattle Central Community College - Web Development Program
Google Data Analyst Certification - (Data Visualization, Probability)