

# Maggie Anderson

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## Skills

<b>Adobe:</b>	Photoshop InDesign Illustrator Acrobat Reader & Writer	<b>Macromedia:</b>	Dreamweaver MX Wordpress Wix
<b>Microsoft:</b>	PowerPoint Excel Word Outlook & Schedule+ Basic Access	<b>Other:</b>	HTML XHTML XML CSS 70wpm Workfront WorkDay Winzip

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## Education

### Sessions University, Online

- ◆ HTML and CSS Essentials - 2011

### Clark University, Braintree, MA

- ◆ Digital Multimedia & Web Design - 2004

### Internal Training: Fidelity Investments, Marlborough, MA

- ◆ Professional Business Writing Course Completed - 1998

### Onondaga Cortland Madison Boces Vocational School, Cortland, NY

- ◆ Data Processing - 1993

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## Experience

### Fidelity Investments, Smithfield, RI

2004-Present

#### Senior Graphic Designer

- ◆ Design effective and strategic presentation solutions for complex projects and campaigns utilizing PowerPoint and the Adobe Creative Cloud suite
- ◆ Adhere to ever evolving Fidelity Institutional technical/print/multimedia production and design standards
- ◆ Create consistent branding designs of PowerPoint presentation templates for Fidelity's internal companies
- ◆ Consistently produce work that is compelling and accurate while working closely with editorial, design partners and business partners to develop fully integrated creative concepts
- ◆ Utilize excellent interpersonal people skills and build productive relationships with a broad array of functional areas
- ◆ Develop concepts based on client needs and product/market opportunities
- ◆ Give strong creative presentations that tell the story with clear communication of the strategy and concept behind the recommendations
- ◆ Creation of HTML emails and other eCommunication projects
- ◆ Ensure accuracy, maintain quality and consistency, control costs through estimation of job
- ◆ Proactively test new software upgrades and new technologies whenever possible and remain current with issues and trends

**New York Life Investment Management, Norwood, MA**

2004

**Image Coordinator**

- ◆ Batched all incoming forms to Defined Contributions and Defined Benefits
- ◆ Scanned all batched forms (i.e. distribution election forms, etc.)
- ◆ Validated scanned forms in order to delegate to proper plan specialists
- ◆ Delegated incoming return mail, as well as labeled and sent outgoing mail

**GZA GeoEnvironmental, Inc., Norwood, MA**

2000 - 2003

**Administrative Assistant**

- ◆ Excellent PowerPoint, Word and Excel Application Skills
- ◆ Created/edited & formatted Proposals, Field Reports, as well as prepared Table of Contents
- ◆ Processed Check Requests & Prepared Purchase Orders
- ◆ Made Travel Arrangements, as well as scheduled Training Seminars/Classes
- ◆ Reviewed and reorganized (utilizing formulas in Excel) the Nextel Recoveries and Field Group Matrices
- ◆ Time Tracking for Billing

**Intertek Testing Services (ITS), Cortland, NY**

2000

**Administrative Assistant/ Report/Technical Writer, Power Systems**

- ◆ Created reports for the Power Systems Lab according to shells provided, generating graphs and tables
- ◆ Coordinated and Booked conference rooms for Meetings and Group Events, utilizing Schedule+
- ◆ Scheduled Travel Arrangements for Power Systems' Supervisor and Engineers
- ◆ Responsible for Monthly Billing, assuring everything tallied up correctly, utilizing PCS and Excel
- ◆ Assisted in report revisions for the Power Systems and Safety Department
- ◆ Assisted in answering and funneling the calls to the correct person or group
- ◆ Trained associates on entire process of position, as well as created first detailed procedures entailing the position description for everything that is included in doing the actual job

**Report Technical Writer, Wiring Cable**

1999

- ◆ Created reports for the Power Systems Lab according to shells provided, generating graphs and tables
- ◆ Assisted in report revisions and also created first detailed procedures entailing the position description for everything that is included in doing the actual job

**Fidelity Investments, Marlborough, MA**

1996 - 1999

**Participant Services Representative, FIRSCO: 1996 - 1999**

- ◆ Acted as Administrative Assistant to Manager, as well as Coordinator for educational training classes
- ◆ Educated participants about their 401(k) plan, with many plan specifics, using Work Station and Plan profile
- ◆ Answered general questions and inquiries about 401(k) plans
- ◆ Succeeded in fielding problem calls and calming participants
- ◆ Sent out literature requested by participants via Work Station (i.e. Fund Prospectus, Loan Coupon books, etc.)
- ◆ Articulated general information about Funds and their objectives
- ◆ Processed exchanges from one fund to another, noting any restrictions (i.e. Redemption fees, etc.)
- ◆ Trained associates on PowerPoint and E-mail
- ◆ Informed colleagues of their phone performance according to reports printed daily, wkly, mnthly, and qurtly
- ◆ Saved logs of performance report and created monthly/quarterly reports with graphs for visualization on Excel
- ◆ Participated in a Pilot Group that tests system enhancements

**Segment Support Specialist, Large Plan Services: 1997 - 1998**

- ◆ Processed daily items, including verification of deposits, transfer of assets, address changes, & beneficiary info
- ◆ Maintained work basket containing requests (i.e. duplicate statements, check copies)
- ◆ Ordered loan coupons, generate daily/weekly coupon remittance reports for client management and daily auditing purposes
- ◆ Assisted in all Iron Mountain duties, including spread sheeting, data entry, and archiving, using a database
- ◆ Wrote and streamlined procedures on daily activities

**Transfer Processor, Large Plan Services: 1996 - 1997**

- ◆ Inputted Transfer requests received from Clients and verified Transfer requests previously entered
- ◆ Maintained Transfer back-up and Compliance letters, filed daily, and set up daily filing drawers monthly
- ◆ Printed out a weekly report to show status of team members work
- ◆ Processed Beneficiary transfers, Plan-to-Plan transfers, and organized, ordered beneficiary info from Met Life
- ◆ Designated which team received incoming transactions