

Allison Dial

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PROFESSIONAL PROFILE

Highly motivated Interactive Media student with a strong foundation in Art History, dedicated to bridging the gap between cultural content and public engagement through digital tools. Seeking a role where I can leverage my skills in meticulous proofreading, digital asset management, and User Experience (UX) design within a mission-driven or content-focused organization.

PROFESSIONAL EXPERIENCE

Games Attendant | Main Event | *Murfreesboro, TN* | Aug 2024 – May 2025

- Managed and maintained complex arcade equipment, ensuring maximum uptime and efficiency through systematic troubleshooting and routine maintenance.
- Provided high-level customer service and de-escalation for guests, resolving immediate conflicts to maintain a positive and safe environment.
- Managed cash and prize inventory with precision, demonstrating strong attention to detail and accountability.

Representative I, Product Support | Jack Henry | *Remote* | Feb 2024 – Jul 2024

- Served as a primary point of contact for banking clients, utilizing strong de-escalation and customer service skills to resolve technical and product-related issues promptly.
- Developed a working knowledge of specialized banking product systems, demonstrating an ability to rapidly research and absorb complex product information.
- Documented all interactions and solutions accurately in the support database, maintaining clean and organized institutional records.

EDUCATION

Middle Tennessee State University (MTSU) | *Murfreesboro, TN*

- Bachelor of Science, Interactive Media
- Expected Graduation: May 2027
- Relevant Coursework: User Interface Design, Web Content Strategy, Digital Asset Management

Nashville Software School | *Nashville, TN*

- Full Stack Developer Certificate | Sep 2022 – Mar 2023

Coursera | *Online*

- Google UX Design Specialization | Aug 2021 – Apr 2022

CORE TECHNICAL SKILLS

Editorial: Proofreading | Academic Writing | Web Content Writing | Research | Creative Writing

Design & Assets: Figma | Adobe Creative Suite | UI Design | UX Design

Front-End: React.js | JavaScript | HTML | CSS

Back-End & Data: Python | Django REST Framework | REST APIs | SQL

Professional: Customer Service | De-escalation | Organized Data Management