

Lawrence Dortch

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EDUCATION

B.A. in Human Development with English Emphasis, July 2004
Azusa Pacific University, Azusa, CA

SKILLS

Management / Training / Organizational Ability

- Provided photography instruction to disadvantaged youth.
- Organized and chaperoned educational field trips for young people.
- Organized weekly work schedules for employees detailing their specific assignment for the week.
- Managed budget and deliverables of contract employees.
- Trained new employees on company policies and procedures to ensure legal compliance and safety.
- Evaluated employees' job performance and knowledge of company policies to determine employment decisions.
- Processed project proposals, business contracts, and billing.

Photography

- Specialties: photojournalism, sports, portraiture, still life (i.e., food)
- Digital, 35mm, Medium Format, and Rangefinders – Highly Proficient
- Studio lighting in the studio and on location – Highly Proficient
- Adobe ® Photoshop ® – Highly Proficient
- Photo editor for weekly newspaper.
- Established photography department for subsidiary weekly newspaper.
- Managed freelance photography budget and assignments for newspaper.

Computer / Web Development

- HTML and XHTML programming – Highly Proficient
- Microsoft Office (Outlook, Excel, Microsoft Word, Power Point) – Highly Proficient
- Adobe ® Photoshop ® – Highly Proficient
- Windows and Macintosh operating systems – Highly Proficient
- ASP – Proficient
- Dreamweaver – Proficient
- Java Script – Proficient

SKILLS (cont'd) Communications

- Edited academic papers according to either the APA (American Psychological Association) or AP (Associated Press) style.
- Created marketing and advertising materials including Internet sites, Web portfolios, promotional mailers, and phone campaigns.
- Summarized customer complaints and medical problems for medical office administrators.
- Completed coursework in news reporting that included copyediting.
- Completed coursework in writing for public relations that included press releases and client biographies.

Customer Service

- Resolved customer medical and billing issues by clarifying insurance eligibility and reconciling mistakes at the service provider's office.
- Consistently exceeded call-handling quotas.
- Ensured timely follow-up with customers as promised.
- Maintained a friendly disposition despite the customer's temperament.

EXPERIENCE **Photographer/Owner**, Lawrence Dortch Photography, 2000 – Present.
Photography Instructor, Los Angeles County / Community Development Commission, 2004.
Emergency Medical Technician 1, Huntington Ambulance, 2004.
Emergency Medical Technician 1 / Field Training Officer, Alpha Omega Ambulance, 2003 – 2004.
Customer Service Representative, PacifiCare Behavioral Health, 2001 – 2003.
Photojournalist, Los Angeles Times Newspaper, 1998 – 2000.
Photographer/Lab Technician, San Bernardino Sun Newspaper, 1998 – 2000.

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Total Editing Time: 1 Minute
Last Printed On: 11/30/2007 12:10:00 PM
As of Last Complete Printing
Number of Pages: 2
Number of Words: 463 (approx.)
Number of Characters: 2,644 (approx.)