





JACQUELINE DEVINE

EDITOR / REPORTER

 915.626.4984
 jdevine17@gmail.com
 @DearestDevine
 804 1/2 Azelia St.
Alamogordo, NM
88310

EDUCATION

BACHELORS OF ARTS

Multimedia Journalism
University of Texas at
El Paso
2005 - 2011

SKILLS

Strong journalistic integrity
Team leadership
Determined
Dedicated
Fair and objective reporting
Able to meet fast deadlines
Creative thinking
Highly ethical
Flexibility with hours

PROFILE

Exceptionally skilled multimedia journalist. Possesses dogged determination to find the story and deliver it to the public. Flexible and willing to work long hours when needed. Has authored award-winning exposés and believes in protecting the confidentiality of anonymous sources even in the face of tremendous pressure.

EXPERIENCE

HOLLOGRAM EDITOR

Alamogordo Daily News | October 2015 – Present
Alamogordo, NM

Prepared articles for publication by performing research, proposed story ideas, secured sources, met deadlines and conducted numerous interviews.

- Reported on a wide variety of news topics.
- Did research and investigation.
- Attended court proceedings press conferences and public meetings.
- Made Freedom of Information Act (FOIA) requests to governmental agencies.
- Wrote award-winning stories.
- Took high quality photos
- Made exceptional videos to go along with my stories.
- To view portfolio visit jacqueline.devine.journoportfolio.com

TIER 1 DSL TECHNICAL SUPPORT AGENT





AT&T | April 2013 – July 2014
El Paso, TX

Accountable for excellent customer service covering 13 states in the Southwest, Midwest, and West Coast regions. Resolved inquiries courteously with a large focus on enhancing positive customer relationships and loyalty. Managed high volume of administrative tasks while producing high-quality results.

- Resolve internet connectivity issues proficiently on a one-call basis
- Communicate customer inquiries with technicians and schedule dispatch appointments

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AWARDS

NEW MEXICO PRESS
ASSOCIATION AWARD
2017

NEW MEXICO PRESS
ASSOCIATION AWARD
2017

NEW MEXICO PRESS
ASSOCIATION AWARD
2016

TECHNICAL SKILLS

Adobe Photoshop
Adobe InDesign
Apple iMovie
Final Cut
Microsoft Excel
Microsoft Word

EXPERIENCE Continued

CRC – CUSTOMER CARE REPRESENTATIVE

State Farm | March 2012 – March 2013
El Paso, TX

Responsible for all aspects of customer service and account management for a high volume of customers nationwide, including Canada. Demonstrated extensive product knowledge to enhance customer experience.

- Led initiation and handling of insurance claim reporting in an efficient manner
- Specialized in home and automobile products and services

ACHIEVEMENTS

Certificate of Appreciation, UTEP Department of Communication

- Presented by the Chair of the Department of Communication for producing the 2011 Cotton Communicator Newsletter

REFERENCES

Duane Barbati

Managing Editor
Alamogordo Daily News
575.551.1540
dbarbati@alamogordonews.com

Tara Melton

Education Reporter
Alamogordo Daily News
505.501.0695
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Valerie Medrano

Administrative Assistant
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