

# Jessica Claire

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## SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

## HIGHLIGHTS

Adobe Creative Suite (Illustrator, Photoshop, InDesign, Audition, Premiere, etc.).

## ACCOMPLISHMENTS

## EXPERIENCE

### GRAPHIC DESIGNER / PRODUCTION TECHNICIAN

02/2015 to 11/2015

#### Emsi | Moscow, ID

- as variables, control structures, data structures, and syntax.
- This understanding also makes the process of learning and adapting to new languages easier.
- I have developed portfolio websites, visual JavaScript applications, Action Script-based video games, and software for mobile devices that connect over an OSC network and use several of its built-in sensors, like the accelerometer and gyroscope.
- Experience with cross-platform responsive design.
- I have designed websites featuring intuitive, user- friendly graphical user interfaces that seamlessly transition from desktop to mobile screen formats.
- An example of this is a website I designed for Escapism Clothing.
- I carefully planned and prototyped initial designs using sitemaps and wireframes to quickly convey ideas to the client.
- The prototypes were product tested to insure that the GUI was easy to navigate.
- Once final approval was given, the designs were executed and delivered.
- Experience operating print production machinery.
- Motivation and passion to stay up to date with emerging technologies and design trends.
- Experience with operating and troubleshooting Windows and Apple operating systems.
- Accurate data entry and database management.
- Strong cooperative and independent work habits.
- Managerial and training experience.
- Ability to convey support in a clear and concise manner.
- Created and edited graphic designs for booklets, flyers, programs, stationery, and posters for client events and products.
- I worked with clients from the initial concept stage until products were delivered.
- Using the theories and principals of graphic layout design, I translated clients' visions into concrete products.
- I worked to understand their requirements and used creative and analytical thinking to design a product that would effectively communicate their goal.
- I was often able to show my clients designs and ideas they had not even considered, allowing them to get a better product.
- Once the designs were finalized, all client files were organized and archived on the company server for future use.
- This allowed employees to quickly see which designs were used recently to ensure nothing similar was used for a similar client, which could confuse the public.
- For example, a previous client I had was the National Association of Police Organizations.
- They wanted me to design print collateral for their upcoming annual conference.
- When discussing their requirements, I learned that they wanted to keep the spirit of last years design, but captured in a refreshing light.
- Using Adobe Photoshop, Illustrator, and InDesign, I designed a conference booklet, guest itinerary, and signage with new text and image content that was sleek, clean, and easy read.
- I used previous NAPO conference designs stored on the company server as a reference to keep the new designs reminiscent of last year's.
- NAPO was incredibly pleased with the delivered products, and continued to solely use us for all of their design and printing needs.
- Provided assistance to and collaborated with team members to create designs and illustrations for internal and external communications materials.
- Operated various large format laser printers, laser guillotines, and other production to machines to produce quality booklets, brochures, business cards, as well as other products for clients.
- Having knowledge of production techniques and hands-on experience using print machinery enables me to effectively optimize my designs for print purposes.
- Negotiated with clients and 3rd party vendors to set working schedules for projects to be completed, while still remaining flexible to accommodate any unforeseen changes.
- By frequently communicating with clients through all stages of production, I was able to make any last minute design alterations before proceeding to print.
- Additionally, if a client needed to delay the progression their project, I was able to adjust their schedule so that it would not interfere with other client projects.
- Created and provided clients with project expense estimates.
- Estimates included fees for production labor, time, materials, and use of 3rd party vendors.
- Monitored and maintained company inventory.
- I was tasked with knowing what paper types, printer toners, and other resources were in stock and their quantity.
- If a specific project required a certain paper or if we were running low on a popular brand, I would submit a request to replenish the inventory.
- The amount of time for the resources to be delivered is factored into client project schedules.
- Trained and managed new employees.
- I provided on-the-job training to new employees on different paper textures and weights, how to operate print production machinery, how to engage and correspond with clients, and how to create project expense estimates.
- When accepting new client projects, I helped delegate tasks to employees based on their skillset and I would periodically check on their progress.
- Providing training allowed new employees to work independently and enabled the company to efficiently accept more projects.

### SOUMER GRAPHIC DESIGN INTERN

06/2013 to 08/2013

#### 99 Exposure | Queen City Square, OH

- Operated various large format inkjet, laser, and digital chromogenic printers to produce quality prints for clients.
- Rectified client submitted Photoshop, InDesign, Illustrator, or Acrobat files if they were incorrectly formatted for print.
- Oftentimes, design files we received required a `bleed' in order to be printed correctly, but didn't have one included.
- I would create a bleed by enlarging the design 1/8 inch or by artificially creating one.
- If requested by the client, aesthetic alterations in accordance to their specifications were made to their submitted files.

### SOUMER DESK ASSISTANT

06/2012 to 08/2012

#### Maryland Institute College Of Art | City, STATE

- Employed customer service tactics according to organization regulations to answer customer phone calls.
- Built and maintained a friendly and helpful rapport with customers.
- Documented all incoming and outgoing tenants and visitors.
- Maintained an accurate inventory database of incoming tenant mail.

### RETAIL SALES REPRESENTATIVE

08/2010 to 11/2011

#### Wireless & Beyond | City, STATE

- Informed and sold mobile phones to prospective customers.
- Operated cash register and retail system.
- Employed customer service tactics according to organization regulations to answer customer phone calls.
- Independently opened and closed storefront.
- Built and maintained a friendly and helpful rapport with customers.
- Documented transactions.

## EDUCATION

### Bachelor of Fine Arts

2015

#### Maryland Institute College of Art, Baltimore, MD

#### Interactive Art Degree

#### Delaware College of Art & Design, Wilmington, DE

### Associate of Arts

2015

#### Graphic Design Degree

## SKILLS

Adobe Creative Suite, Acrobat, Adobe, Adobe Illustrator, Photoshop, Adobe Photoshop, Premiere, Apple, audio, branding, brochures, business cards, cash register, concept, concise, content, CSS, client, client I, clients, customer service, data entry, database, database management, direction, editing, graphic design, GUI, graphic, HTML, Illustrator, image, InDesign, inventory, JavaScript, jQuery, laser, laser printers, layout design, logos, machinery, Managerial, materials, mail, Windows, network, object-oriented programming, operating systems, cameras, Police, posters, print production, printer, printers, programming, progress, publication design, quality, rapport, read, recording, retail, Script, phones, phone, troubleshooting, video, video editing, web graphics, website I, websites