

Lauren Kostuk Logan

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EDUCATION

University of Massachusetts Dartmouth – Graphic Design- Bachelor Degree – Anticipated graduation 2023

Massasoit Community College – Visual Arts/Graphic Design Associate Degree 2021

Lynda, Great Courses and Universal Classes 2018–2020

University of Massachusetts Lowell – Web Design 2011, Graphic Design 2018–2020

Self-Education – Various computer and college text including business management, marketing, advertising graphic arts, math, history, English and real estate conveyancing. Avid reader.

Manchester Vermont Continuing Education, 1997, Macintosh Computer Classes

Computer Training Courses, 1984–1987, repair and internal design of DOS based Leading Edge personal computers and printer line. Certified Mitsubishi and Daewoo repair center.

Needham High School, classes included college preparation courses, business classes.

PROFESSIONAL EXPERIENCE

H&R Block, Pembroke, Massachusetts

Dec 2018 – Feb 2020

Customer Care Representative

Lawrence Merchandising, Auburndale, Michigan

Feb 2018 – June 2018

Merchandiser

Created and maintained displays.

Infinart Visual Communications, Newton, Massachusetts

March 2007 – March 2008

Office Manager

All duties included in keeping the office running smoothly. Promotional branding sales of merchandise for various accounts Channel 2/PBS, Staples

Belle Maison/Sheldon Tager Assoc. Auburndale, Massachusetts

May 2006 – March 2007

Inventory Control Manager

Managed furniture and accessories for a twenty thousand square foot showroom. Purchasing. Directed deliveries. Weekly reports on current and expected inventory. Coordinated bi-annual physical inventory with sales staff; updated Microsoft POS system. Provided receiving for accounts payable on all orders. Updated customer and supplier databases. Computer support as needed.

Law Offices of John Ferris Dow, Wellesley Hills, Massachusetts

October 2002- October 2005

Real Estate Paralegal/Office Manager

Pre and post closing of real estate purchases and refinances. Reconciled bank accounts, prepared checks, accounts payable, ordered supplies, correspondence. Heavy telephone, e-mail and fax contact daily with lenders, attorneys, borrowers and brokers. Created and updated procedure book. Organized office and created standard forms wherever possible to maximize time and efficiency. Human resources time keeping and policy handbook. Corresponded with courts and clients in civil and criminal matters. Provided accountant with information as needed. Maintained office equipment, installed software, peripherals and supported Windows NT network. Helped develop marketing material.

Authentic Designs, Inc., West Rupert, Vermont

February 1996 – August 2002

Administrative and Office Management

Organized office activities to achieve maximum expense control and productivity for lighting manufacturer. Developed policies and procedures for record maintenance, filing, word processing, data entry and mail distribution. Supervised office personnel in daily tasks. Produced correspondence through mail, e-mail and

facsimile. Ordered and maintained equipment and supplies. Answered telephone. Processed orders, payments and approved shipments. Created pricing structures. Authorized product returns, determined restocking fees and approved refunds. Worked with various shipping companies to resolve billing and damage issues. In charge of company in absence of President.

Sales and Customer Service

Responded to customer inquiries regarding products, billing, quality and shipping. Provided assistance with orders, custom designs, conflicts, and customer service related issues. Approved discounts, freight allowances and account terms. Managed and maintained current business relationships with designers, architects and stocking dealers. Supported outside sales representatives. Sought new accounts through telephone, showroom, marketing, referrals and trade shows.

Advertising and Marketing

Performed research to identify target audiences. Developed media plan. Worked with outside design and printing firms to produce media ads, catalogues, promotional material and other in-house forms. Responsible for placing and monitoring media orders.

Production

Directed twelve employees in six departments regarding production, shipping schedules, aesthetics and other various issues. Performed product quality control inspections and made recommendations to improve quality and efficiency of operations. Trained shipping and receiving personnel. Solved problems.

Computer Skills

Researched, purchased, installed and maintained Macintosh computers, software, and peripherals on an Ethernet Network. Implemented relational database designs; resolved database performance, capacity and other data issues. Planned, directed and managed daily computer operations.

Leading Edge Products, Inc. Canton, Massachusetts**Senior Product Evaluation Technical Specialist***December 1987 – May 1988*

Supervised four technicians in daily evaluations of personal computers and peripherals, prioritized evaluations, attended meetings with manufacturers to give input on products, developed testing standards. Artwork for full-page back page magazine ad on a Mac.

Product Evaluation Technician*August 1984-December 1987*

Evaluated personal computers, peripherals and software for future selling potential in terms of performance, compatibility, reliability and design. Developed BASIC and C+ programs for testing purposes. Worked with testing devices. Responsible for all administrative functions and inventory control. Investigated reported problems in equipment. Internal support for software and hardware problems. Frequent travel to West Coast office for technical diagnosis and repairs on incoming personal computers. Produced graphic designs for promotional purposes. In charge of department during absence of supervisor.

Customer Support/Sales Representative*April 1984 – August 1984*

Responsible for all computer and peripheral part sales. Provided customer support by telephone. Data entry.

COMPUTER/SOFTWARE

Working knowledge of Windows 10, DOS, Mac OS, Microsoft Office, Microsoft Word, Excel, Access, PowerPoint, Outlook, Microsoft POS, FileMaker Pro, Claris Works, Adobe Creative Cloud 2022, Photoshop, InDesign, Illustrator, Dreamweaver, XD, Exposure to HTML and CSS, MYOB, Quicken, Abacus, Timeslips, ABC Conveyancing, and various other software packages. Social Media. Zoom. Type 65+ wpm.

PERSONAL QUALITIES

Self motivated, dependable, inquisitive, creative and attentive to detail. Personable. Excellent time management and organizational skills. Multi-tasker. Goal oriented team player. Can accept heavy responsibility and work effectively with minimal supervision. Ability to comprehend, absorb and apply information quickly.