

**James Knapp**  
330 NW 20th Street  
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### **Education**

May 2001	BA, Art and Design (Minor in English) Iowa State University, Ames, IA
August 2006	National Association of REALTORS Certification State of Washington

### **Skills**

From what I do now: Technical Editing, Writing, Proofing, Graphic Editing, and Publishing.  
Website Editing, Marketing, Copy Writing.

From what I have done in the past: Client Relationship Management, Large group communication, Negotiation and Sales, Merchandising, Business Marketing, Small Business Management, Small Retail Development, Retail Sales and Purchasing

Technical: QuickSilver, Photoshop, Outlook, Office, Illustrator, PageMaker,, DreamWeaver, Framemaker, Adobe

### **Experience**

#### **PacifiCorp, contractor through Adecco**

Portland, Oregon

December 2010 to Present

*Asset Management, Documentation*

#### **Technical Editing (entry level)**

Technical editing, for the Standards Engineering Department. importing graphics, editing figures, making changes for standard word usage under the supervision of the technical writer

#### **Database Admin**

Entering files and data in a database, distributed engineering drawings , filing and clerical duties and scanning and editing scanned images with Photoshop

#### **Jup Jup Jup, Inc**

Portland Oregon/Seattle, WA

February 2010-December 2010

*Server/Manager*

Marketing, front-end restaurant management, server and beverage manager

#### **Remax**

Seattle/Bellingham, WA

August 2008- June 2010

*Full-Service Real Estate Agent*

Residential real estate marketing, client prospecting, customer relationship management, graphic designer, photographer and marketing manager, manage financial records and forms and schedules

**John L. Scott Real Estate**

Bellingham, WA

August 2006- August2008

*Residential Real Estate Agent*

- Small business management in a commission sales environment
- Built a successful business in a declining market
- Prospecting; Client relations and follow-up; professional communication; legal documentation; maintaining license requirements; education and training required by John L. Scott Real Estate and in accordance with the regulations of the National Association of Realtors and the State of Washington

**Jennifer Convertibles**

Boston, MA

September 2005 – June 2006

*Interim Retail Sales Store Manager and District Manager*

- Promoted from among top retail sales associates to store manager in downtown Boston
- Promoted to District Manager responsible for managing two stores with combined gross sales of \$4.5 million per year
- Personnel responsibilities, scheduling; merchandising and promotions; client relations

**Junque**

Lawrence, KS

October 2001 – June 2005

*Owner and Operator Small Retail Business*

- Began and successfully operated an art, antique and architectural salvage specialty retail store
- Sales; Merchandising; Product display; Acquired and sold art, antiques and furniture; Client relationship management; Employee oversight; Small business management

**References**

**Molly McNamara, MSW**

*Arizona Dept of Developmental Disabilities*

602.246.0546

**Erin Wells**

*PacifiCorp*

Project Coordinator

360.392.5558

**Lori Reece**

*Remax Whatcom County*

Broker, Manager

360.647.1313

**Angela Gardner**

Banking

360.920.6682