



# Stephany Lein

(416) 414 5873 – stephany.lein@gmail.com

DESIGN AND ILLUSTRATION PROFESSIONAL

## OVERVIEW

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I am an experienced and creative individual who is looking for a job while attending school in the evenings.. I'm committed to working as a positive team player, delivering outstanding work, working with a team or alone, and meeting organizational objectives.

My areas of expertise include design, team collaboration, and improvising. I have a solid grasp of key client service skills combined with developed interpersonal skills which allow me to complete my deliverables successfully.

## SUMMARY OF QUALIFICATIONS

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- 5+ years' experience as a customer service professional in various industries
- 3+ years' experience in operating a small business, and managing a freelance career
- **Core competencies include:**

**Sales | Inventory | Client Communication| Facilitation | Requirements Analysis | Hiring and Training | Product and Creative Writing | Graphic Design | Virtual & Physical Marketing | Illustration**

## EXPERIENCE

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### SALES SUPPORT – FASTENAL CANADA

Oct '19 – May '23

*Provided support and exceptional service for existing and new Rogers customers. Sales leader.*

- Helped sales reps manage clientele and their product
- Invoicing, ordering, quoting, deliveries,
- Answering phones, filing paperwork, sending faxes, helping customers on the phone

### OWNER/OPERATOR, FREELANCE ARTIST, MISSISSAUGA, ON

Jan '16 – Present

*While working on a freelance career in self-publishing, writing and illustrating, I opened a shared art space for resident artists to participate in a creative, collaborative working environment.*

- Applied knowledge of Photoshop, Illustrator, InDesign, and Microsoft Office applications to self-publish personal works in comic book format marketed toward youth and adult readers.
- Design and setup of display for attending art conventions – managing display of personal work and work of colleagues, as well as point of sale, and marketing for printed work and studio space.
- Collaborated with clients to create project guidelines, shared progress reports and worked through editing and reviews until project completion.

### SALES ASSOCIATE, KEYHOLDER ÷ ROGERS COMMUNICATIONS

April '04 – May '09

*Top sales person in store.*

- Customer service in retail store environment – point of sale, customer interactions.
- Sales of all Rogers products including but not limited to Cellular, Internet, Cable TV, and Home Phone.
- Answering phones, assisting walk-in customers, POS system, answering emails.
- Resolving disputes, handling RMAs, modifying customer accounts upon request.

**ART TEACHER, BRAMPTON, ON**

Mar 21 - Present

*Teaching children and adults art lessons and fundamentals of illustration and colour theory*

- ⇒ Prepared lessons for classes.
- ⇒ Corresponded with clients regarding progress and places to improve
- ⇒ Patiently helped students improve their artistic skills.

**EDUCATION**

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**TY TEMPLETON ILLUSTRATION - ON**

Independent study under renowned Canadian comic book illustrator and writer, Ty Templeton with focus in human figure illustration, comic book writing, inking, cover design and comic book illustration.

**UNIVERSITY OF TORONTO - ON**

University of Toronto's UI/UX Bootcamp (Continuing Studies). March `23 - August `23

**TORONTO FILM SCHOOL - ON**

Beginning October `23, part time classes.

**TECHNICAL PROFICIENCY**

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- ➔ Microsoft Office/Windows and Macintosh Operating System/Standard Software
- ➔ Experience with Slack user interface
- ➔ 90 WPM typing speed
- ➔ Office equipment: fax machines, photocopiers, printers, etc.
- ➔ Adobe Photoshop, InDesign, Acrobat, XD, and Illustrator
- ➔ Google Suite of Apps including Sheets, Docs, Slides, and Drive
- ➔ Figma
- ➔ Git
- ➔ Visual Studio
- ➔ Point of Sale – Cash, Credit/Debit payment

**INTERPERSONAL SKILLS**

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- ➔ Excellent customer service and sales skills, friendly disposition and able to recognize and assist in escalated or tense customer service environments
- ➔ Trustworthy, patient and dependable
- ➔ Patient and able to work with little supervision or as an inspired team player
- ➔ Artist and writer
- ➔ Bright personality interested in creating a positive and collaborative work environment