

Kathryn Zix

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WORK EXPERIENCE

Visitor Services Associate

March 2025 – Present

Crystal Springs Rhododendron Garden

- Provide exceptional customer service by welcoming guests and ensuring a positive visitor experience.
- Process admissions, annual passes, and retail transactions while adhering to cash-handling policies.
- Answer phone and email inquiries, offering accurate information about the garden and events.
- Assist with event preparation, including setting up and breaking down chairs, tables, and signage.
- Perform janitorial tasks and restock gatehouse supplies to maintain a clean and organized environment.
- Monitor event sites and enforce rental policies to ensure a smooth experience for guests.

Gallery Operations Volunteer

September 2024 – Present

Portland Art Museum Rental Sales Gallery

- Process artwork rentals and sales through POS system while providing attentive customer service via phone and in person.
- Provide client and visitor support, guiding patrons through artwork selection and answering inquiries.
- Safely handle, pack, deliver, and install artwork for clients in homes and businesses throughout the Portland metro area.
- Curate and arrange displays using the gallery's collection to enhance visual appeal and engagement.
- Film and edit artist interviews and gallery content, producing engaging social media content to showcase exhibitions and artwork.

Lead Visual Resources Assistant

May 2021 – August 2024

Reed College Library - Visual Resources Center

- Supported visitors by helping them navigate the space, effectively utilize equipment, and fostering an inviting atmosphere.
- Coordinated workflows for assessing, cataloging, and deaccessioning the Art & Architecture 35mm Slide Collection.
- Managed Reed Digital Collections, overseeing digitization, cataloging, and metadata projects, while maintaining effective communication with faculty and ensuring resource availability for instructional use.
- Organized and executed workshops and events, overseeing logistics, participant communication, and technology setup to ensure seamless experiences for attendees.
- Trained and supervised student workers, monitoring progress and ensuring compliance with institutional standards for digital preservation and metadata management.
- Photographed and cataloged artists' books for Archives and Special Collections, implementing best practices for documentation and preservation to ensure broad accessibility and long-term care of materials.
- Checked out materials to patrons and re-shelved materials accurately using Library of Congress classification.
- Created promotional materials and graphics for library events and workshops, developing cohesive visual identities that increased attendance by engaging the campus community.

Production Intern

May 2023 – August 2023

Desert Island Studios

- Assisted on set for music videos, documentaries, and commercial promotions.
- Edited and produced photo and video content for social media.
- Conducted research on festivals, grants, and exhibition opportunities to support the studio's projects and expand its reach.
- Designed promotional graphics and slide decks for studio projects, enhancing the company's visual presence across platforms.

EDUCATION

Reed College

May 2024

Bachelor in the Arts in Art-English

Portland, OR

- Commendation for Excellence received all eight semesters for academic excellence — 3.8 GPA

California State Summer School for the Arts

August 2018

Film Program Graduate

Valencia, CA

- Completed rigorous four-week, pre-professional film and video training program at CalArts.

SKILLS

Customer Service, Visitor Support and Engagement, Sales, Data Entry, Record Management, Correspondence Handling, Print Services, Art Handling and Installation, Adobe Photoshop, Adobe Premiere Pro, Adobe Lightroom, Image Editing, Photography, Video Production, Google Workspace, Microsoft Office, Digital Preservation, Digital Asset Management, Social Media Management, HTML, CSS.