

RIPLEY KNOLD

Full Credit List

Freelance Graphic Design (2017-Current)

- Generated computer graphics and page-layout software, graphic elements and photography.
- Consulted with clients to discuss preferences, styles, and ideas for commissions and build long lasting relationships.

Hyvee (SEP 2019-Current)

Customer Service

- Communicated daily tasks to cashiers and baggers and supervised the completion of all daily tasks.
- Conducted cash office operations ensuring 100% accountability for all daily transactions and money in the store's safe.

Cvs Caremark (MAY 2019-AUGUST 2019)

Customer Service

- Educated members on navigation of the Caremark.com website as well as usage of the text/call/email notifications
- Modeled excellent customer service, assisting members efficiently and effectively
- Educated members on how to most effectively take advantage of their prescription benefits
-

Rev Transcription (2018 – 2019)

Audio transcriptionist

- Compiled, prioritized, sorted, and processed customer orders into server database.
- Adjusted settings for format, page layout, line spacing, and other style requirements.
- Transmitted work electronically upon request.
- Researched further information for transcripts.
- Maintained a hard copy backup of all sensitive information.

Papa Johns (2018)

Customer Service

- Handled 50+ customer interactions per day (on and off the phone), giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction.
- Collect source data such as customer names, addresses, phone numbers, credit card information, and enter into company database.

Niles Media Group (2016 – 2019)

Production Assistant

- Manage technical and administrative tasks, from running errands to setting up/taking down equipment, coordinating services and assisting with lighting and sound for studio and on-location shoots.

The All Star (2011-2014)**Runner**

- Monitored and maintained cleanliness, sanitation, and organization of assigned station and service areas.
- Completed all side duties as assigned.

Education

Liberty North High School -(2015-2018) 3.2 GPA Early Graduate

- AP Studio Art
- Advanced Graphic Design
- AP Literature

Awards

- Gold Key - 2019 Scholastic Art Awards
- 1st Place Journalism Challenge Broadcast Feature Story - MIPA 2018
- Best Midwest Daily Live Show - STN 2017

Certifications

- Microsoft Office Suite
- Adobe Creative Suite
- Autodesk Maya and associated products
- 10 key typing
- 45 WPM typing
- Red-door Studios figure drawing instruction
- Production Assistant training