

Mr. Volin,

I'm sending you my resume in hopes that you might find my talents and skills to be of use. I fully realize that the position I'm applying for is for a Customer Service Specialist, though you've also made it clear that you'd like the applicant to have some experience with using design software (such as those from the Adobe Creative Suite), as well as a desire to continue working in the design industry.

I've never worked directly in the customer service industry, but my current position requires that I interact with customers on a daily basis to discuss project concepts, development and proofing, and oftentimes project quotations. I also have a very strong desire to pursue my interests in being a production artist—and if my portfolio is any indication—I also have the proper skillset to do so.

While I do have a solid track record as a production artist, I'm not without flaws. I'm often very vocal and straightforward with my opinion about how some things should be done, though sometimes I might not understand why it can't be done the way I see fit. I also tend to conversate a little on the uncensored side, as I get more comfortable with my surroundings and the people I work with. I do my best to not let these issues sidetrack my progress, but I'm still thankful for the flaws that I do have, as they give me something more to improve on and learn from. Oh, I'm told I don't smile enough; honestly, I'm happy! I just don't seem to show it as much as others.

Currently, I'm working as a production artist at National Office Products & Printing, Inc., a company not unlike yours (albeit a bit smaller). We operate at a very fast pace to meet our diverse clients' needs, deadlines, and expectations, all while producing top quality artwork and service to not only guarantee that our clients are happy, but that they generate repeat and referral business. Being that I'm the lone production artist in a company that serves nearly all of Michigan's Upper Peninsula, I take pride in my ability to handle multiple large projects at once without losing the ability to be personable with my customers, as well as to make sure their project is done right and on time. I've learned an immense amount about the printing industry over the last 4 years, and I'm ready to move forward with my future and explore new opportunities.

I'd love to talk to you about the opportunity you're offering!

**JONATHAN R. SCHUSTER**  
**407 ASHMUN ST—APT A**  
**SAULT SAINTE MARIE, MI 49783**  
**906—203 6736**

**JRS<sup>86</sup>** creates durable brands that establish confidence in ownership. Confident brands gain the trust and undivided attention of their audience.

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## National Office Products & Printing, Inc.

PRODUCTION ARTIST—June 2012-present—Sault Sainte Marie, MI, USA

I handle the majority of the design workload at NOPP. This varies from creating and refreshing brands, working closely with regional healthcare systems to develop paper forms, and designing event materials for local organizations. Projects range in size from business cards and small promotional products to highway billboards and ice rink surfaces, and are spread across a wide range of mediums, including paper products, adhesive vinyls, hand-tooled wooden signs, and occasionally graphics for the web.

Most of my work involves prepping art for 4-color process and spot-color printing. Larger projects are generally sourced out for production when they exceed our equipment's capacity, while smaller ones are often produced using our extensive business copy center and in-house press room.

More often than not, I work with customers directly, handling everything from initial concepts and proofing, to final artwork detailing and production. Project estimation and pricing are generally handled by my manager, though there are times when I'm called upon to assist with those tasks.

## AONmedia

PARTNER / DESIGNER—December 2008–November 2010—Toledo, OH, USA

My main focus at AONmedia was working with customers to create unique, sturdy, and flexible designs that could be used in a variety of mediums (primarily web and apparel). Projects generally consisted of a logo design, and more often than not an accompanying web design layout. If a web design was created, I would then work closely with freelance web developers in converting layouts into functional HTML/CSS web pages.

## 813designs

FREELANCE DESIGNER—June 2005–December 2008—Lima, OH, USA

My first venture into the world of graphic design. I started out by making flyers and shirt designs for local bands, eventually adding in graphics for social media web pages (Facebook, Twitter, MySpace, etc). I was solely responsible for finding clients, quoting potential work, and seeing the project through to the finish within reasonable deadlines.

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## NOTABLE SOFTWARE SKILLS

Photoshop  
Illustrator  
InDesign  
Microsoft Office



## ALSO EXPERIENCED WITH

HTML5, CSS3, JS, responsive web, PHP,  
Node.js, Code Igniter, Laravel, CorelDraw

## MY HOBBIES INCLUDE

PC gaming, anything to do with hockey,  
building small websites, learning guitar

## PROFESSIONAL REFERENCES

### Kevin Pomeroy

MANAGER—National Office Products & Printing, Inc.

☎ 906—632 3095

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### Neal Sellick

EMBROIDERY SPECIALIST—AllStar Graphics

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### Eric Johnson

OWNER—Direct Effect Body Jewelry

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## CONNECT WITH ME

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WORK SAMPLES

