



EXPERIENCE

FREELANCE | DESIGNER + PROJECT MANAGER

**2020 Custom Artwork for Merchandise Campaign
Bike Law**

- Custom Illustration for Women's Cycling Day Merchandise Campaign
- Managing project schedules and deliverables
- Collaborating to achieve desired outcome

**2020 Custom Logo - Amadorable Baby Care
2019 Custom Logo - Four Lane Photo**

- Walking clients through the branding process
- Creating and pitching conceptual designs
- Managing project schedules and deliverables

**2018–2020 Custom Invitations + Stationery
Various Clients**

- Managing project schedules and deliverables
- Collaborating with clients to reach project goals
- Creating custom designs based on client needs

JOLLITY & CO. | DESIGN + RETAIL ASSISTANT

Norfolk, VA July 2018–July 2019

- Using Adobe Illustrator and CorelDraw to design custom signs and cake toppers for clients
- Cutting Custom Signs and Cake toppers on an Epilogue Laser
- Working with clients to create custom pieces
- Photo shoot/Window Installation design and styling
- Merchandising
- Customer Service

MINTED | SEASONAL DESIGN SPECIALIST

Remote September 2021–January 2022

- Incorporating customer requests, text and photos into existing design templates
- Creating polished and professional print ready proofs with typographic legibility and consistency
- Recolor/editing images based on customer requests
- Collaborating with customers through written communication to modify and finalize designs
- Reviewing the work of fellow designers to assess the quality of design and accuracy of edits before sending a digital proof to the customer

MINTED | DESIGN CONSULTANT

Remote January 2022–July 2022

- Coordinate with a high volume of clients, managing an average of 15 cases from start to finish via Salesforce email and phone consultations
- Build and elevate client experience by providing white glove service, confidently recommend products to clients, guide design decisions, and resolve issues including handling escalations
- Utilize creative problem solving to fulfill full cycle design requests, including digital and hand-rendered custom designs
- Solve technical print limitations through innovative solutions
- Full ownership of client cases and consultations from start to finish
- Provide feedback and guidance through successful communication for a smooth experience
- Provide cross-departmental consultation and custom design request support

EDUCATION

Old Dominion University, Norfolk, VA

- Graphic Design BFA, August 2018 – May 2021

SKILLS

- Adobe Illustrator
- Adobe Photoshop
- Adobe Lightroom
- Adobe InDesign
- Procreate
- Salesforce
- Five9
- Microsoft Word
- Microsoft Excel
- Microsoft Power point
- Google Suite
- Experience working with oil, watercolor, and acrylic paints
- Hand-lettering