

## recent work history

### Graphic Designer/Illustrator

Self-Employed (March 2020-Present)

- Designed marketing material for FedEx, Fitness Concepts, Lehman Bookkeeping, The PRSA Pinnacle Awards, and Gateway for Cancer Research.

### Web Content Specialist

FareHarbor (October 2018-March 2020)

- Created custom websites for clients, with conversion flows that moved people from the exploration phase to completing a purchase
- Utilized Search Engine Optimization (SEO) through Google Analytics to ensure the clients' sites ranked highest in search results
- Adjusted themes for sites from data research
- Performed DNS Transfer, set up 301 redirects, created Webmaster Accounts, and monitored each site prior to, during, and after migration.

### Client Care Manager

Workability (May 2018-October 2018)

- Ran day-to-day operations of the coworking facilities
- Drove revenue growth, marketing, and promotion of the business
- Managed social media presence (Twitter, Instagram, Facebook, LinkedIn)
- Provided daily site tours
- Opened and closed building daily
- Managed cleaners and receptionist
- Hosted member gatherings (dinners, breakfasts, happy hours, clubs, etc.)
- Provided billing and dispute resolution
- Tracked memberships in the member database
- Oversaw scheduling of conference rooms and training events.

### Supervisor of Visitor Operations

The Denver Art Museum (June 2015-February 2018)

- Supervised a staff of 50-80 Gallery Hosts
- Maintained operations by initiating, coordinating, and enforcing policies and procedures
- Oversaw recruitment and on-boarding of Gallery Hosts
- Assisted with creating and editing the weekly Host schedule
- Created and implemented a training program that focused on life safety, object safety, customer service, and visitor engagement
- Created and led PowerPoint presentations on wide range of training topics
- Worked closely with multiple departments, and played a leadership role in responding to a variety of emergency situations.

**additional work history on next page**



## education

B.A. in Studio Art  
and Art History  
Indiana University  
2006

## software

Illustrator,  
Photoshop,  
InDesign,  
Dreamweaver,  
Acrobat,  
PowerPoint,  
Word, Excel,  
Google Docs,  
ShiftPlanning,  
Paycom, AirTable,  
Zendesk, Close,  
Squarespace,  
WordPress, Wix,  
Slack

## additional work history

### Supervisor of Protective Services

The Denver Art Museum (March 2014-June 2015)

- Managed special events, coordinated load-in and load-out of event equipment,
- Created relief schedules
- Administered exams to officers participating in the training program
- Processed employee timesheets
- created ID badges for employees
- Led daily morning huddle meetings
- Resolved issues with guests.

### Gallery Officer

The Denver Art Museum (December 2012-March 2014)

- Was responsible for the security and safety of museum patrons and artwork
- Duties included dispatching fellow officers, overseeing cameras, security and HVAC systems in the museum's Operations Center.

### Production Assistant for King Tut Exhibition

Arts & Exhibitions International (May 2010-December 2012)

- Performed various tasks for the production crew
- Served as liaison and personal assistant to the Egyptian Couriers
- Supervised exhibition ticket sales
- Coordinated travel arrangements for couriers and production crew.

### Graphic Designer/Business Development Coordinator

United Water/Suez (January 2007-September 2008)

- Created infographics for United Water's successful \$1 billion contract proposal to the city of Indianapolis
- Involved in the formatting, layout and proposal-writing process.

### Marketing Coordinator

Katz, Sapper & Miller (October-January 2006)

- Created ads, brochures, presentations, and collateral for the CPA firm and its clients.

### Graphic Editor

The Indiana Daily Student (January 2003-May 2006)

- Created illustrations and infographics for the newspaper
- Garnered several awards (see sidebar).

### Training/Operations Supervisor

United Parcel Service (June 2000-July 2002)

- Trained and supervised 14-18 sorters and loaders.
- Was responsible for volumes of 14,000+ packages per shift.

## awards

### The Columbia University Scholastic Press Association

Gold Circle Award  
1st Place "Information Graphics in black and white" for "Little 500 Break-Away Guide" (2006)

### The Columbia University Scholastic Press Association

Gold Circle Award  
2nd place -  
"Information Graphics in black and white" for "Surviving Skin Cancer" (2006)

### Society of Professional Journalists

"Best of Indiana Award"  
1st Place - "Little 500 Break-Away Guide" (2006)

### Associated Collegiate Press

"Best Informational Graphic"  
1st Place "2006 Little 500 Race Guide" (2006)