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#### EDUCATION

Kutztown University of Pennsylvania | BFA Communication Design, Art History Minor | Kutztown, PA | May 2020

#### RELATED EXPERIENCE

*Curatorial Intern* | Amos Lemon Burkhart Foundation | Mohnton, PA | August 2018 – Present

- Collected and photographed over 200 works of art and input into database
- Used knowledge of current artwork preservation and storage methods

*Personal Designer* | Michaels Stores | Wyomissing, PA | May 2016 – Present

- Worked directly with clients to build a business relationship and to create a design solution for displaying their artwork
- Assembled frames in shop using preservation methods
- Created weekly sales goals for other team members in the frame shop
- Maintained workflow and handled any customer issues while the manager was away
- Trained new employees in client sales, production, and sales floor

#### WORK EXPERIENCE

*Interim Customer Experience Manager* | Michaels Stores | Wyomissing, PA | December 2019 – March 2020

- Opened and closed the store
- Managed the front end and classroom events
- Ensured customers had great experience and answered customer questions

*Clothing Stock* | Kutztown University Bookstore | Kutztown, PA | March 2018 - August 2018

- Organized inventory and made sure the sales floor was stocked to ensure a positive customer experience

*Customer Experience Associate* | Michaels Stores | Wyomissing, PA | December 2015 – Present

- Cross trained in all departments
- Complete assigned tasks by supervisor and delegate as needed
- Assist customers to ensure they had a satisfactory experience
- Train new hires to the sales floor and assist them with their role

#### VOLUNTEER EXPERIENCE

*Designer* | KUCD Designathon | Kutztown, PA | March 2019

- Designathon is an annual 24-hour event where students volunteer to produce professional design solutions for local nonprofit organizations
- Work with the client, Sixth Street Shelter and two team members to design an updated brochure for the client

#### AWARDS AND HONORS

- Dean's List | 2015 Fall | 2016 Spring | 2019 Spring | 2019 Fall
- Custom Framing Design Challenge winner | Michaels Stores | January 2019
- Gold Certified Custom Framer | Michaels Stores | June 2016
- Employee of the Month | Michaels Stores | May 2016
- Ace Award for Outstanding Customer Service | Michaels Stores | June 2017 | December 2018

#### INVOLVEMENT

National AIGA Member | 2018 – Present

Kutztown AIGA Chapter Member | 2018 – Present  
Kutztown University Marching Unit, Section Leader | 2019

Kutztown University Marching Unit | 2015 – 2019

#### TECHNICAL SKILLS

- Proficient in Adobe Xd, Illustrator, Bridge & InDesign
- Intermediate in Adobe Photoshop & AfterEffects
- Proficient in digital photography

#### SOFT SKILLS

- Proficient in direct client interaction
- Advanced in presenting