

JenniferRUNION

Work Experience

- March 2017 - March 2019 **DM Printing**
Studio Manager/Lead Graphic Designer
- Accept incoming jobs from phone, email and walk-in
 - Complete typesetting/graphic design
 - Coordinate jobs being sent out for production
 - Complete in-house production & finishing/bindery
 - Perform quality checks
 - Handle customer satisfaction issues
- Nov 2016 - March 2017 **Torrid**
Keyholder
- Develop relationships with clients
 - Set plan-o-grams and weekly sales/markdowns
 - Assist with returns and nightly register counts
- Oct 2015 - Oct 2016 **Office Depot**
Customer Service Manager
- Responsible for overall look of the store: cleanliness, shelves stocked properly, etc
 - Drive the customer experience by ensuring each customer is approached in a timely manner
 - Work through customer issues
 - Train store associates on delivering a great customer experience
 - Drive feedback surveys and reward card signups
- Feb 2013 - Oct 2015 **Office Depot**
Print Services Supervisor
- Brought YTD department sales from -3% to +14%.
 - Manage a team of 3 - 7 people
 - Keep a log of all incoming jobs, prioritize production
 - Deliver information on new procedures to team via verbal and written communication
 - Train new hires on company procedures
 - Transferred to by past District Manager to bring department up to company standards
 - Responsible for working with unhappy customers to resolve any issues resulting from my department
 - Maintain working knowledge of store inventory to provide customers with a total business solution.
- 2010 - 2013 **Beads on the Ave**
Manager/Teacher
- Write/Photograph instructions for classes
 - Use different teaching methods to assist all students no matter what their learning type (visual, auditory, or kinesthetic learners).
 - Created and maintained an inventory system for the store using Microsoft Excel

Education

- 2009 - 2012 Art Institute of Pittsburgh, Online
Associates Degree in Web Design and Interactive Media
- 2001 Atlantic Community High School

Contact Information

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Professional Skills



Type Speed: 85 wpm

References

- Shane Quinn Office Depot Manager
561-445-1792
- Corey Ledger Office Depot ASM
561-452-6480
- Deborah Morgan Palm Beach Harvest
561-310-6641

Clubs / Organizations

Gem & Mineral Society of the Palm Beaches:

- President 2011-2012
- Served as 1st Vice, 2nd Vice, Secretary, Junior Programs Director, Teacher, Class Organizer, and on the Show Committee.