

Content Creation/Copy Edits
Photography
2-D Animation & Illustration
Adobe Software

HTML/CSS
WordPress/CMS
Engagement & Fundraising
Project Management

Workflow Analysis
AP Style Writing
Microsoft Office
Scanning/Image Editing

Message-Focused Graphic Design Experience

Highlights, Visual Artist

(August 2004 - Present, Colorado Springs, CO)

Photography and Image Refinement

Captured family moments, considered client suggestions, and embellished their photographs to exceed customer expectations.

WordPress Consulting & Site Conversion

Boosted site speeds, implemented preliminary search engine optimization plans, and provided site instruction to small businesses like Cas Foste Photography.

Logo Design & Brand Identity

Researched symbols of sustainability and incorporated them into the logo concept for Pikes Peak Permaculture, which built a clear brand identity.

Endorsed a message of health, balance, and positive thinking for the Precision Fitness company identity.

Website Content Management

Maintained six portfolio blogs, wrote content that explored arts and culture topics, and practiced site maintenance.

Adjusted HTML/CSS, updated WordPress components, added custom site functions, and reduced spam messages by evaluating and installing the appropriate plugins.

Art Sales & Marketing

Painted, promoted, and sold fine art abstract works which generated revenue for self and local galleries.

Event Marketing & Fundraising

Conceived interconnected community art events between Pikes Peak Library District and Academy Frame Company to advocate for local shelter TESSA of Colorado Springs.

Assisted event social media advertising, joined the TESSA Outreach Coordinator for a radio interview conducted on KCME radio, and produced a press release in AP Style.

Exhibited fine art that raised several hundred dollars in just one evening for TESSA of Colorado Springs and Academy Frame Company's gallery.

Publications as Art Director, Ripple Effect Publishing

(January 2015 – August 2017, Colorado Springs, CO)

From the Vaults:

The Iconic Concert Photography of Larry Hulst

Negotiated shared space with a competing project produced by the Fine Art Center of Colorado Springs for their event titled *Front Row Center*, which opened a market for the book.

Networked with a past employee of *Rolling Stone* magazine to expand the market awareness of the publication.

When Farming's in Your Blood:

A Portrait of Southern Colorado Farm Life

Efficiently completed a publication ahead of the client's anticipated release date, based on their past experience with larger print houses.

Achievements as Senior Production Technician and Graphic Designer at VillageProfile.com, Inc.

(Fall 1999 – June 2004, Elgin, IL)

Scanned and enhanced photos, reviewed publications to minimize technical errors, and corrected proof errors with print vendors to optimize documents.

Initiated quality control of map projects, which raised the image standards of all the company's printed materials.

Designed in-house ads and community booklets according to established guidelines.

Interviewed, trained, and monitored new hires in a sensitive and attentive manner to facilitate production.

Earned recognition awards three times for exceeding company expectations in speed, process, and quality of work.

Education

Bachelor of Arts from Purdue University, concentration in Visual Communication Design.

Volunteer Work

ESL tutoring through Pikes Peak Library District.

Trail repair through Rocky Mountain Field Institute.

Customer Service & Retail
Point of Sale Systems
Customer Relation Software
Phone Etiquette

Proofreading
Supervision & Mentoring
Inventory Management
Shipping and Packing

Conflict Resolution
Confidentiality/HIPPA
QMAP Certified
CPR/First Aid Certified

Client-Focused Customer Service and Retail Experience

Supported Employment Coach, Empowered Care, LLC **Coaching, Job Development**

(July 2025 - Present, Colorado Springs, CO)

Investigated job openings for Individuals with Developmental Disabilities (IDD), placing them into positive work places based on their interests and abilities.

Mentored and coached IDD clients to independence, using creative methods in systems analysis to help them overcome difficulties.

Attained CPR/First Aid and QMAP certifications to foster a safe and empathetic environment, reducing anxiety for clients.

Cautiously transported clients to job or home, monitoring their mental state to put them in the best possible attitude to start their work day.

Maintained a case load of clients, logging their paperwork and hours to monitor their progress through organizations like The Resource Exchange and Colorado Department of Vocational Rehabilitation.

Lead Associate at Bass Pro Shops Colorado Springs **Customer Service, Retail Sales, Employee Supervision**

(September 2024 - June 2025, Colorado Springs, CO)

As floor manager, assigned tasks to associates to maximize productivity and facilitate customer service efficiency.

Handled opening and closing procedures involving cash handling, checking and sanitizing of equipment, and the resolution of incomplete paperwork from the previous day if necessary.

Expedited replenishing of stock from warehouse to floor, creating pleasing shelf presentations with clear pricing tags that augmented sales and created easily navigated aisles.

Reviewed paperwork related to sales and shipping to reduce errors, protecting both the company and fellow associates.

Conducted phone "send sales" with urgency for out-of-town customers, building trust that guaranteed repeat business through a cordial phone manner and product knowledge.

Shipped inventory to other company locations and third party FFL stores, following SOPs to ensure orders arrived quickly, undamaged, and with a professional presentation.

Associate, Pikes Peak Habitat for Humanity ReStore **Customer Service and Non-Profit Thrift Retail Sales**

(July 2024 - September 2024, Colorado Springs, CO)

Steered customers to building supplies while creating a warm, welcoming environment by being attentive.

Sorted and priced inventory according to company standards, moving it from the warehouse area to sales floor in a timely manner to increase sales.

Lead Associate at Sportsman's Warehouse

Customer Service and Corporate Retail Sales

(December 2023 - April 2024, Colorado Springs, CO)

Coordinated the efforts of the front end staff to resolve issues; maintained a team atmosphere that was focused on serving the diverse customer base.

Verified compliance checks for all government paperwork, including Forms 4473 and 3310, which reduced errors through rigorous proofreading skills.

Catalogued acquisitions/dispositions, including use of a bar code scanner, which monitored stock in the event of an audit.

Promptly shipped products to other store chain locations via UPS (including use of a thermal printer), which supported their customer service and sales efforts.

Sales/Memberships Associate at DCF Springs West

Member Services and Retail Sales at a Semi-Private Club

(November 2021 - October 2022, Colorado Springs, CO)

Greeted clients and provided basic training of range safety to new customers, which helped sustain an accident-free work space.

Properly documented and processed legal sales and transfers of sporting and hunting goods according to regulations, both state and federal, which preserved company standing.

Protected records of customer transactions, including details of inquires, complaints, comments, and any actions taken to identify and eliminate weak points in customer experience.

Performed many maintenance duties in accordance with OSHA standards, operated proper equipment, and guaranteed facility protocols were met for the safety of both customers and staff.