

Contact

jerrodhein

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Bachelor of Arts: Graphic Design & Photography 2003

Kansas State University Manhattan, Kansas

Computer Proficiency

Fluent with PC and Macintosh environments. Expert knowledge of Current Adobe Photoshop, Illustrator, InDesign, and Acrobat ProX. Strong working knowledge of MS Office Suite, including Microsoft Word, Power Point, Excel, Outlook, Teams, and Publisher. Working knowledge of basic Java Script, HTML, CSS, SEO, Google Analytics, and Google Ads.

Logic, Reasoning & Leadership

Exceptional communication and collaboration skills. Creative, independent, self directed worker skilled at multi-tasking. Strong ability to understand technical processes from beginning to end.

Customer Service, Sales & Marketing

Proficient at building and developing long-term professional relationships. Coordinating and supporting events. Building and maintaining a follow-up process for customer retention.

Acacia Design Group

Sole Proprietorship Business created November of 2017 - October 2021
Location: El Dorado, KS 67042

Acacia Design Group was an exploration of the challenges within entrepreneurship. It was taken in part to achieve personal goals as well as to enable self development and personal growth. This experience enabled me to establish solid relationship with multiple clients both locally and nationally, and expanded my skill set and knowledge base into SEO, Google Analytics, and Google Ads.

Midwest Single Source

Position: Graphic Designer
Supervisor: Angela Williams
Location: Wichita, KS 67201

Employed: Full time employee from 10-2013 through 11-2017 before becoming a contract employee from 11-2017 through 10-2021 to pursue working remotely. Returned as a remote full time employee 10-2021

Achievements

Employee of the year - Customer Service Team Choice
Employee of the year - Topeka Division's Choice

Relevant Responsibilities

- Developed, wrote, and produced Midwest Single Sources' marketing material for both print and digital delivery.
- Utilized Adobe Creative Cloud tools such as Adobe Illustrator, Photoshop, and InDesign to produce artwork to customer standards and Brand Guidelines.
- Conducted pre-press and art production for print fulfillment.
- Prepared art for apparel screen printing, including ink separations.
- Created and maintained e-commerce web stores for customers' apparel and printing needs.
- Diagnosed and resolved customer issues with e-commerce stores and print reproduction.
- Managed tight deadlines and worked with urgency on assigned tasks.

Education

Ability

Experience

Spirit AeroSystems

Position: Media Project Planner

Supervisor: Tony Chavez

Location: Wichita, KS 67201

Start Date: 1-2008 End Date: 9-2013

Relevant Responsibilities

- Gathered job requirements from customers.
- Tracked and reported progress of ongoing projects.
- Organized and archived graphic collateral into a database for future use.
- Facilitated administrative needs of the Creative Services department.
- Coordinated and supported of company events; internal and external.
- Assisted customers in procurement of vended or outsourced projects.
- Provided art alterations requested by print staff to meet production requirements.
- Maintained project management software to track metrics and workflow completion.

Saturn of Wichita

Positions: *Sales: 4-2004 to 9-2004* Customer Relations Manager: 9-2004 to 12-2007

Supervisor: Brad Train

Location: Wichita, KS 67206

Start Date: 4-2004 End Date: 12-2007

Relevant Responsibilities

- Managed the Standards For Excellence (SFE) program for both Saturn of Wichita East and West, ensuring adherence to customer service standards and resolving any issues with customers promptly and effectively.
- Utilized customer surveys to generate reports and analyze data, identifying areas for improvement and implementing action plans to enhance customer satisfaction.
- Operated and maintained sales representative leads and training records using Customer Relations Management tools to streamline sales processes and track customer interactions.
- Conducted interviews of potential new hires, assessing their qualifications, skills, and fit for the organization.
- Collaborated with hiring managers to understand specific job requirements and screened candidates accordingly, ensuring alignment with the company's needs and culture.

KSU Multimedia Lab

Position: Digital Image Database Assistant

Supervisor: Gerry Snyder (785) 532-1179

Location: Manhattan, KS 66506

Start Date: 1-2003 End Date: 2-2004

Relevant Responsibilities

- Scanned, corrected, retouched, cleaned, and archived slides.
- Uploaded images to the Great Plains Diagnostic Network (GPDN) database
- Photographed live samples and rendered them into panoramic images.

A small collection of my work as well as personal recommendations can be viewed at www.jerrodhein.com

