

Eric Martin

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31 years old

Customer communications for graphic design team

Purpose: Experienced graphic designer and highly trained interpersonal communication's professional seeks customer service/client retention position with graphic design organization. Committed to clear and effective communication between graphic artists and their clients

- ♦ Acknowledged for ability to connect with customers and team members
- ♦ Creative listener with the ability to be a liaison between customers and graphic artists who create effective visuals.

Professional Training:

Communications: Landmark Education, Alexandria, VA: Completed multi-course communications curriculum (2007-2011), including two-year Team Management and Leadership Program emphasizing interpersonal and team leader communications skills

- ♦ Trained in speaking and listening — one-on-one conversations, small to large groups of people, via telephone or in person with a high level of attention and openness
- ♦ Trained and developed high level customer service and communication skills, addressing the individual's commitment and personal interests
- ♦ Extensive training in galvanizing and motivating individuals or groups to pursue an agreed upon goal

Technical:

- ♦ Proficient with Microsoft Office suite and talent for quickly mastering technology and new software applications.
- ♦ 7 years experience (Apple & PC) using Photoshop, Illustrator, Dreamweaver, Flash, Corel Painter, After Effects, and Indesign, Fireworks, Etensis Suitcase

Professional Experience

Sales Associate, Folger Shakespeare Library Gift Shop, Washington, DC, _____ 2006-2011

- ♦ Recognized for extraordinary customer service by patrons & staff

Head graphic designer, Team Peace International, . Washington, DC, _____ 2003-2005

- ♦ Conceptualized and created web pages and other marketing materials
- ♦ Managed office in absence of proprietor; trained interns web design

Computer Graphics Designer, George Washington University, Washington, DC, _____ 2002

- ♦ Created a variety of posters and manged their web site

Intern, Computech International, Alexandria, VA, _____ 1999

- ♦ Computer construction, repair and installation.

Education

Corcoran College of Art + Design, Washington, DC

Certificate in Advanced Graphic Design, _____ 2007

Certificate in Web Design, _____ 2002