



Melissa Krause

Illustrator ~ Designer

Motivated, Creative, Inspired

(630) 540 - 6762 KrauseCreations.net

Traditional Mediums

Acrylic Paint

Gouache

Colored Pencil

Watercolor Paint

Sharpies

Folk Art - Craft Acrylic Paint
(Wood & Glass)

Technical Applications

Adobe Illustrator

Microsoft PowerPoint

Adobe InDesign

Microsoft Word

Adobe Photoshop

Excel/Microsoft

Sawgrass 400, 500, & 1000

Series Printers

(Sublimation Use)

Work Experience

2022 - Present *JC Licht*

Sales Associate

- Demonstrated ability to learn & retain information on a variety of different products & their applications.
- Managed a wide variety of customer service & administrative tasks to resolve internal/external customer issues with regards to correct paint, stains, & supplies for any project.
- Informed customers about sales/promotions in a friendly manner.
- Received & processed cash/credit payments for internal/external customers thru POS system, including private & business accounts.
- Ran inventory reports & assisted in balancing store inventory to stock on hand.
- Organized transfers between store locations for customers & store product inventory balances.
- In charge of maintaining/stocking inventory, including inspection, receiving, & depalletization.
- Assisted customers in color consultations & color matching services.
- Received outstanding positive reviews from customers & exceptional feedback from senior management.

2021 - 2022 *StarBucks*

Barista/Crew Trainer

- Informed staff on current/new positions.
- Maintained safety & health regulations including logs.
- Cashier & order taking thru POS system.
- Delivered excellent customer service in all aspects.
- Maintained food handlers license to cook.
- Cross-trained 2 employees in various areas.

2018 - 2021 *Paper Blast*

Graphic Design Uploader / Team Lead

- Located orders through 3rd party websites.
- Retrieved corresponding designs from proprietary server.
- Customized graphics to client specifications via Adobe Suite products.
- Uploaded print ready files to production.
- Sublimation Pre-press & Production.
- Cross-trained 6 employees in uploading.

Education

2016 American Academy of Art: BFA in Illustration

2016 - 2018 *Globe Ticket Co.*

Graphic Design & Administrative Assistant

- Implemented & designed concepts received from sales team.
- Retrieved corresponding designs from proprietary server.
- Customized graphics in accordance to client specifications via Adobe Suite products.
- Researched & provided cold sales prospecting data for sales & marketing groups.

2015 - 2016 *Noodles & Company*

Management Training Program

- Junior managed staff based on daily scheduling needs.
- Maintained safety & health regulations including logs.
- Cashier & Cooking.
- Cross-trained 3 employees in various areas.

2013 - 2013 *Fedex*

Package Handler

- Loaded outgoing semi-trailers with corresponding packages via conveyor belt system.
- Maintained QC records with particular attention to hazardous products.
- Fast-paced & detail oriented environment.

2012 - 2014 *McDonalds Corp.*

Crew Trainer

- Informed staff on current/new positions.
- Maintained safety & health regulations.
- Cashier & order taking thru POS system.
- Delivered excellent customer service in all aspects.
- Maintained food handlers license to cook.
- Cross-trained 4 employees in various areas.

2010 - 2011 *Peacock Moving Company*

Customer Service Representative & Filer

- Provided market research for cold sales.
- Record keeper/filer for company including updating of all client data in database.
- General office assistance.