

# JOSH KNOLL

Graphic Designer and Brand Manager

joshknoll77@gmail.com • 602-284-2864

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## Summary

I am a catalyst who brings colorful innovation and bright passion to the modern business setting. I do well with creative endeavors such as writing and design. I also have a knack for technology, entrepreneurship, and management. (Please download my portfolio at <http://bit.ly/portjosh>)

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## Experience

**Community Expert at Directly**      April 2016 - Present (1 year)

- \* Provided on-demand tech support and customer service to worldwide users of online software and websites, specifically LinkedIn for Businesses, LinkedIn Premium, LinkedIn Standard.
- \* Learned more on how to balance work life working remotely (i.e. work from home); more exposure to the freelancer / gig economy and honing my self-motivation skills to stay afloat without set in stone structure.

**Production Designer at Shutterfly, Inc.**      October 2016 - December 2016 (3 months)

- \* Seasonal Temp Work
- \* Meticulously reviewed orders placed by TinyPrints customers; addressed any customer information errors on greeting cards, stationery, announcements, invitations, holiday cards, business cards, party invitations, thank you cards, wedding paraphernalia, new baby announcements, and more.
- \* Proofread and processed orders requiring great attention to detail and solid grammar knowledge.
- \* Typeset custom text on Adobe Illustrator templates, adjusted layout and meticulously proofed and approved final customer pieces for printing.
- \* Became an intermediate-level Adobe Photoshop digital photo editor addressing such issues as red eye reduction, color correction, cropping, contrast, minor patching, and stamping.
- \* Reported and took necessary steps to correct errors found in TinyPrints customer "do-it-yourself" designs to ensure quality, accuracy and print quality of every order.
- \* Interacted daily with customers to ensure customer needs were met according to our level of service standards. Followed-up with customers regarding outstanding order issues, including customer submitted photos, personalized text, and order detail information.
- \* Responded to and resolved inbound customer service inquiries and issues related to design and production via telephone and email.
- \* Kept up with evolving policies and process enhancements.
- \* Researched and stay up to date on stationery etiquette.
- \* Learned to be a team player during hectic rush season; always pitched in when needed to go the extra mile.
- \* Worked in a busy quota/call-center environment.

**Mentor at Lyft**      March 2014 - December 2016 (2 years 10 months)

- \* Created a fun, punctual, and pleasant experience for the Phoenix population to reach their destinations in a relaxed, professional manner, serving as a Lyft driver (nights and weekends).
- \* Trained, interviewed, and mentored new and potential drivers for the Lyft platform.
- \* For more information see wikipedia's article on "Real-time ridesharing"

**Project Manager at Honest-1 Auto Care**      September 2011 - February 2016 (4 years 6 months)

- \* Served as the head graphic designer for this auto care franchising company, producing major marketing pieces for use inside any of the 55 shops overseen by the company as well as multiple different advertising formats dispersed to customers nationally
- \* Produced 30 monthly franchisee e-newsletters using Constant Contact®, as well as multiple e-blasts to over 50,000 customers nationwide
- \* Coordinated multiple projects for the marketing aspect of the company coupled with serving as the main person in charge of technical support, information systems, minor network setup, and anything related to upkeep of computers, printers, etc.
- \* Prioritized and juggled multiple catch-all projects, including a number of administrative tasks common to small businesses
- \* This position transitioned into a freelance position in November of 2012 (nights/weekends).

**Marketing Associate at Transource Computers**      November 2012 - March 2014 (1 year 5 months)

- \* Served as the head graphic designer and front-end marketing associate for this technology reseller primarily servicing government contracts (products included computers, notebooks, tablets, servers, and peripherals).
- \* Focused on web brochures and a weekly e-blast advertisement sent to over 10,000 federal employees as well as covering any graphic design and/or marketing needs presented in a tech environment.
- \* Made arrangements for all tradeshow marketing, giveaways, registration for major conferences and events.
- \* Participated in the writing of contract proposals to introduce the company and explain how the company fit with the ideals of various contract requirements for government buyers.
- \* Met with reps from partner companies (HP, Microsoft, Intel, etc.) to utilize partnership programs and joint marketing funds for various targeted marketing plans.

**Blog Writer at U-Pack Moving**      April 2011 - December 2012 (1 year 9 months)

- \* Wrote keyword targeted blog postings for www.upack.com that aided the company in their search engine optimization (SEO) goals for this portion of the company.

**Technical Support Agent at Prophetline, Inc / SpectrumRetail**

November 2010 - July 2011 (9 months)

- \* Answered tech support phone calls from customers regarding purchase, operations, and troubleshooting of the ProphetLine proprietary point-of-sale software, a very in depth accounting and retail management software package
- \* Connected to customer servers and workstations remotely to fix problems using Ammyy Admin remote control software
- \* Documented calls via Bridge database software, and escalated in-depth issues to programmers and higher-level support staff
- \* Trained customers and new staff members in basic operations of the software package
- \* Monitored e-mails and voice mails from customers who had questions about their purchase of the software

**Tech I at University of Arkansas - Fort Smith** January 2008 - May 2009 (1 year 5 months)

- \* Assisted students, faculty, and staff with PC hardware and desktop application issues over telephone/email
- \* Documented calls that needed on-site or programmer assistance via HEAT® database software
- \* Edited and regularly updated university helpdesk web page—<http://helpdesk.uafortsmith.edu>
- \* Set-up wireless networking for students with portable notebook computers to access the campus network
- \* Contributed to training new staff members in campus policies and procedures regarding handling problems with campus-wide information systems

**Secretary II at Jewish Federation of Metropolitan Chicago** August 2006 - May 2007 (10 months)

- \* Administered Microsoft Access work-order database for citywide federation-operated property providing a means for work-orders to be tracked through completion, queries to be run based on various requested criteria, reports to be generated comparing punchlist categories, etc.
- \* Provided daily Microsoft PowerPoint and Adobe Photoshop graphical meeting schedules for the corporate conference center's tele-data video screens.
- \* Maintained in-depth Microsoft Excel billing spreadsheets for all utility accounts-payable on properties operated by the federation while creating and maintaining an invoice tracking system to eliminate missed payments.
- \* Performed basic clerical work in a not-for-profit environment including billing, ordering, filing, fax/scan/phone service, payroll, letter correspondence, vendor communications, conference center scheduling, etc.
- \* Served as the office's unofficial "computer guru".

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## Skills & Expertise

<b>Adobe Creative Suite</b>	<b>Microsoft Office Suite</b>
<b>Brand Development</b>	<b>Newsletters</b>
<b>Brand Management</b>	<b>Online Advertising</b>
<b>Branding &amp; Identity</b>	<b>Print Marketing</b>
<b>Creative Strategy</b>	<b>Problem Solving</b>
<b>Creative Writing</b>	<b>SEO</b>
<b>Customer Service</b>	<b>Social Media</b>
<b>Editing</b>	<b>Writing</b>
<b>Email Marketing</b>	
<b>Graphic Design</b>	
<b>Leadership</b>	
<b>Management</b>	
<b>Marketing</b>	
<b>Merchandising</b>	

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## Education

### **University of Arkansas-Fort Smith**

Associate of Applied Science, Graphic Design, 2008 - 2011

### **University of Arkansas**

Bachelor of Science, Walton College of Business, 1995 - 2000

Activities and Societies: Lambda Chi Alpha

### **Northside High School**

Diploma, General Studies, 1993 - 1995

Activities and Societies: Editor-In-Chief of the school newspaper for two years. Class President 1994-1995

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## Interests

graphic design, visual art, music, architecture, travel, creative writing, urban exploration, reading, spiritual growth, community activism, and altruism.

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## 3 people have recommended Josh

"I have collaborated with Josh on multiple projects over the past four years ranging from printed sales slicks to large 3-D tradeshow marketing. He is a top-notch, ultra-creative manager who really goes the extra mile to produce what his internal and external customers want and need in a relevant and timely fashion. He has definitely inspired me to think outside the box. Working together has allowed us to come up with a number of even more innovative ways to impress future and current Honest-1 Auto Care franchisees. He has been a valuable asset to the Honest-1 team."

— **Chip Baranowski, CFE**, *Vice President of Franchise Development, Honest-1 Auto Care*, managed Josh indirectly at Honest-1 Auto Care

"What a great person to work with! Josh is very knowledgeable and very creative. He has wonderful organizational skills and he communicates his projects with detail. He has always been wonderful to work with and have never come across an issue we both couldn't work out together. Great project manager and designer!"

— **Ginalyn McNamara**, worked directly with Josh at Honest-1 Auto Care

"I worked long hours with Josh, and can say he is one of the most collaborative people I've worked with in my 15 yr career. Josh has strong talent in customer based marketing, merchandising, and sales. Josh is robust in high volume situations, consistently acting within the published operating procedures of the company, when others might make excuses due to volume of work. My recommendation for Josh would be a Mid-level Leadership type role that requires a well rounded professional whom has education and talent, along with the will and desire to learn and grow within the organization."

— **Nickolas Buitink**, worked directly with Josh at Abercrombie & Fitch