



MERCEDES MARTINEZ

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Profile Summary

A dependable, self-motivated, and driven individual with proven interpersonal skills, paired with a knack for overseeing administrative and customer service-related tasks. Excels at helping students adjust to life in the residence hall, coupled with aptitude in conflict resolution and documentation. Demonstrated management and organizational skills to keep check of inventory and supplies, handle phone duties and company correspondence, and appointment scheduling effectively. Seeking to utilize my skills and experience to improve operations, cultivate a safe environment and enhance growth.

Professional Attributes

- Proven ability to stay on task and follow through on commitments with agility and change priorities according to circumstances
- Excel at analyzing work procedures and reach independent decisions promptly and favor safety above everything else
- Committed to creating a positive, productive work environment while promoting change for improvement, performance, and greater team efficiency
- Superior abilities in building and establishing rapport with children and college students using available tools and resources, exceeding company expectations

PROFESSIONAL EXPERIENCE

Fast Signs

2023 - Ongoing

Line Member

- Used Adobe Illustrator and Photoshop to recreate client designs and created proper outlines within each file to be cut in vinyl
- Designed logos for clients when needed
- Completed multiple different design tasks, such as weeding, printing, cutting, and transferring
- Trained in cutting and transferring vinyl, cutting and grommeting banners of all sizes, and building signs
- Maintained a proper work flow throughout the day by doing multiple tasks at a time

Target Team Member

Summer of 2023

Produce Department

- Managed ordering of goods for proper inventory
- Established a positive environment for guests by greeting them with a smile
- Stocked various products to par throughout the day
- Trained in cashier duties and filled in when needed
- Unloaded new inventory
- Maintained a proper work flow by unloading and stocking produce within set timeframe





Fort Lewis College

2021 - 2023

Resident Assistant

- Responded to late-night calls, complaints, reports, requests, emergencies, and accidental fire alarms, and sent students to detox while balancing a good GPA throughout the school
- Planned and hosted six social and educational events per semester in collaboration with residents directly and other staff members (24 programs in total)
- Established a positive community for all residents, emphasizing values such as self-discipline, integrity, academic accountability, and active citizenship
- Maintained Student Code of Community Standards by documenting all inappropriate behavior and informing the management to take strict action
- Acted as a bridge between students and administration by communicating and conveying information clearly with the relevant department, when required

Fort Lewis College

2021 - 2022

Student Summer Conference Staff

- Cleaned all dorm rooms and living spaces in the college, identified and reported housekeeping and maintenance problems in a timely fashion
- Cashier at student union
- Managed key inventory, distribution, and collection of materials when required at any time of the day and stocked rooms with linens every day
- Assisted in scheduled desk shifts, on-call duty/nightly rounds, and administrative hours when necessary
- Responded to resident's requests, and actively addressed complaints and issues on duty phone, meeting their needs



Professional Skills

- Leadership
- Teamwork
- Organized
- Problem-Solving
- Multitask
- Perseverance
- Time Management
- Active Listening
- Strategic Planning
- Communication
- Collaboration
- Flexibility

Certifications

Trained in CPR and First Aid

Technical Skills

Proficient in Adobe
Illustrator, Photoshop,
and InDesign for my
communications degree

EDUCATION

High School Diploma
2016 - 2020

1301 Central Ave, Dolores, CO 81323

Bachelor's Degree
[Communications Design]
May 2024

Fort Lewis College
1000 Rim Dr, Durango, CO 81301

AFFILIATIONS

National Honors Society 2018 - 2020

Residence Hall Association 2020-2021

Pinhead Institute
[Internship at Appleton] June 2019

REFERENCES

Available upon request



Cortez Rec Center

2018 - 2020

Lifeguard

- Cashier at Community Pool
- Actively supervised children's swimming pool activities after-school and ensured that policies, guidelines, and safety procedures were met
- Ensured pool facilities and water is safe and usable by conducting chlorine residual water tests and adding chemicals to pool water as directed
- Rescued swimmers who were at risk of drowning and administered CPR or artificial respiration, when necessary
- Assisted with children's swimming lessons and maintained records and reports of all activities conducted in the designated area

Serenity Skin Spa

2017

Front Desk Receptionist

- Greeted customers and maintained a professional and pleasant demeanor while interacting with guests
- Cashier and check out for all clients
- Scheduled meetings and interviews, and set up appointments while maintaining a filing system of all required documents
- Kept front desk tidy and presentable with all necessary supplies such as pens, forms, and papers and placed orders when necessary
- Responded to all incoming calls, understood customer's needs, and directed them to the relevant department to ensure timely resolution



Design has been a passion of mine since I was a little girl along with art and illustration, and as I've grown I've noted the both contradictory and intertwined nature of 'design' and 'art.' Design can function without art, but it can't fulfill its purpose without it; art can be structureless, but always adheres to a design philosophy the artist has. Graphic design is the marriage between design functionality and artistry.

Good design is both memorable and easy to comprehend, whether it be text, images or otherwise. Good design can take on hundreds of possible looks and feels.

A good designer is someone who can accommodate a variety of styles and become a "jack-of-all-trades" in terms of design appearance and adaptability. It is my mission to provide design that is both memorable and satisfactory for both the client and myself, for as a designer I need to not only impress my client but impress myself.

A good designer, and by extent good design, is not complacent. Good design solves problems and is able to communicate itself to the largest number of people as possible, and is able to eb and flow with the changes of not only the design world but with clients and their audience. Good design, and a good designer, is a fulcrum of versatility.

