

# Jonathan Scott Gardner

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## About

A fast learner with years of experience working in situations that require the ability to process large amounts of information, interpret meaning, and apply solutions. I have several years of experience meeting strict deadlines, and adapting to changing environments.

## Summary of Qualifications

- 8+ years of experience working both independently and on teams
- Quickly understand and implement new concepts
- Able to clearly communicate ideas and discuss solutions to issues
- Working experience in an array of database and data entry software

## Work Experience

### ***Freelance Graphic Artist (2012 – Present) – Album Design/Layout, Merchandise, Graphics***

Handling of graphic design and layout for products such as stickers, t-shirts, banners, show flyers, and album covers.

- Regularly produce content on short notice
- Take thorough notes and reconnect during the creative process
- Immediately adjust product specifications in response to feedback

### ***Starbucks Partner (2008 – Present) – Shift Supervisor, Coffee Master, Team Trainer***

I manage and support my team during the day-to-day operations in my store. I also regularly train others how to prepare our beverages and other offerings to quality standards.

- Maintain up-to-date knowledge base concerning products and company culture
- Built a reputation for being friendly, reliable, and hard working
- Accurately complete orders, often with instructions missing or left up to interpretation

### ***Nintendo Consumer Service Representative (2007) – Technical Support***

Worked for Nintendo in their call center, specifically troubleshooting Wii, Nintendo DS, and WiFi connectivity issues.

- Solved complex problems relayed by verbal descriptions over the telephone
- Summarized all calls by typing detailed, but concise reports into a database
- Easily adjusted to new support techniques arriving daily

## Education

### ***DigiPen Institute of Technology (2006 – 2013) – BFA in Production Animation***

DigiPen is a school that focuses on game development. To earn my degree, I had to work hard to meet deadlines; often with very tight schedules. I am no stranger to long and irregular hours.