

Carly Scott

GRAPHIC DESIGNER

carlyscott.com

EDUCATION

University of Illinois at Urbana–Champaign

- BFA in Graphic Design with High Honors *May 2023*
 - Minor in Psychology *May 2023*
 - GPA 3.75
- James Scholar Honor Program *Fall 2019–Spring 2021*
- Dean's List *Spring 2020, Fall 2020, Spring 2021*
- Short-Term Study Abroad *Florence, Italy*

EXPERIENCE

Mia Za's Champaign, IL

Freelance Graphic Designer March 2023 - August 2023

- Collaborated closely with the client to brainstorm innovative designs, assess project scope, and strategize an execution plan.
- Designed captivating graphics for t-shirts and stickers that engage customers and accurately reflect the company's brand, using the Adobe Creative Suite.
- Revised designs in accordance with client feedback, ensuring client satisfaction and the submission of high quality deliverables.

Campus Recreation Champaign, IL

Member Services Manager July 2021–August 2023

- Execute comprehensive and effective training programs for newly onboarded employees.
- Successfully resolve patron escalations and conflicts, enhancing customer satisfaction.
- Facilitate opening and closing procedures, including cash drawer reconciliation and safe counting, ensuring financial accuracy and accountability.
- Demonstrate exemplary adherence to risk management protocols, including maintaining up-to-date CPR and BBP certifications and ensuring all patrons have up-to-date liability waivers on file.
- Manage and provide leadership to 2-7 employees per shift, optimizing team performance and cohesion.
- Collaborated with a colleague to design and implement an innovative facility space tracking system, ensuring equitable space usage and improving facility efficiency.

Program Assistant August 2020–July 2021

- Proactively rectified membership errors and corresponded with patrons via email to swiftly address and correct any issues, enhancing customer service quality.
- Oversaw training and development of 50+ team members regarding membership sales.

Customer Service Assistant June 2019–July 2021

CONTACT

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[LINKEDIN](#)

SKILLS

Adobe Creative Suite

- InDesign
- Illustrator
- Photoshop
- XD

Asana

Canva

Microsoft Office Suite

LEADERSHIP

I Program University of Illinois at Urbana–Champaign

Integrity September 2020

- Participated in a self-paced online leadership development program centered on ethics and personal morals.
- Developed critical interpersonal skills for leadership through the successful analysis of ethical challenges.

Intersect February 2020

- Participated in a 1-day leadership development program emphasizing the key components of effective teamwork.
- Identified common behavioral signs that can hinder team productivity.

Ignite November 2019

- Participated in a 1-day developmental program with a focus on vital concepts such as organizational change, systems thinking, and coalition building.
- Proactively collaborated with peers to explore and strategize the implementation of initiatives for impactful change.