

Chad Holmes

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A hardworking and self-motivated individual seeking a position within an innovative organization in their **communications department**.

Highlight of Qualifications

- Experience motivating and organizing others while working on group projects.
- Bachelor of Arts - Communications, Media & Culture studies.
- Highly skilled in areas of design and technology - print and online documents.
- Capable of reaching deadlines in a timely manner.
- Experienced on both Mac and PC platforms.

Relevant Experience, Skills and Knowledge

Graphic Design

- Worked in the industry for four years, moving from Volunteer to Supervisor.
- Efficient with Adobe based applications, capable of moving projects from concept, to design and then to print.
- Aided customers in transforming ideas into tangible products. Managed work within the constraints of print and web media to make customer concepts possible.
- Managed advertisements for Newspaper; designing, approving, and transporting advertisements from the Advertising Department to the Press Room.

Customer Service

- Worked as a **Specialist** for a large technology company.
- Efficiently handled customer concerns using specific steps of service (positioning, gaining permission and probing).
- Provided technical support for customers on the spot; diagnosing issues and providing solutions to meet customer needs.
- Trained first-time users in store and by appointment providing necessary education and dialogue to make customers feel comfortable using new technology.
- Effectively negotiated customer concerns and complaints on a daily basis with the goal of creating company promoters out of company detractors.

Work Experience

Apple Computers

June 2009 - Present

Specialist

- Inspired customers to shop, learn, create, and to want to return to retail stores.
- Earned customer trust by recommending relevant solution that fulfill customers' needs and aspirations.
- Inspired new Apple enthusiasts with training and support services.
- Motivated customers about present and future Apple products.
- Provided an amazing, personalized shopping experience to each and every customer.

Brock University

October 2006 - April 2009

Graphic Designer; Supervisor

- Maintained client relations during project conception and completion.
- Obtained quotes for various print-related jobs.
- Met one-on-one with clients for design consultations.
- Organized advertisements placed in weekly University publication
- Assured quality and consistency across all projects.

Aux Hey Design

April 2009 - Present

Graphic Designer; Freelance

Hammersmith Compressed Air

- Hired to conceptualize and design a website for clients' company (hammersmithair.com).
- Responsible for server installation, website set-up, and continued maintenance/updates.

The Paint Movement & Lacerda (Bands)

- Created, proofed, and transferred album artwork.
- Consulted with band members, continually assuring individual design needs were met.
- Copy edited all submitted text from band members.

Education

Certificate: Corporate Communications

September 2009 - Present

Sheridan Institute of Technology & Advanced Learning, Oakville ON

Course Included:

- Research Methods
- Internal Communications
- Crisis Management
- Writing for Public Relations
- Design and Technology
- Philanthropy

Bachelor of Arts: Communications, Media & Culture

September 2005 - April 2008

Brock University, St. Catharines ON

Course Included:

- Research Methods
- Communications History
- Communications Theory
- Race and Gender Studies
- English Literature
- Popular Culture Studies

Volunteer Work:

Community Living

July 2007 - Present

One-on-One Support Worker

- Assisted an individual with a developmental disability with day-to-day activities.

Interest / Activities

Sports

- Adult Winter and Summer Hockey, Mountain Biking, Social Recreation

General

- Painting, drawing, print and web media creation