

Margaret Russell

Contact

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🌐 <https://margaretsdigitaldesigns.com/>

Technologies / Skills

- Adobe Creative Suite: Photoshop, Illustrator, InDesign, After Effects, Lightroom, Media Encoder
- Pre Press Graphic Design - Web Design - WordPress - Photo Editing - Motion Graphics
- Video Editing - Maya - Animation - Mac & PC - Social Media - Email Campaigns
- Client Relations - Time Management - Organization - Multitasking

Work Experience

Customer Service / Graphic Design Assistance

Blue Wave Printing and Display | Manchester, CT | August 2024 - November 2025

- Answered phones, emails, and live chats.
- Directed customers through our website to the products that best suited their needs.
- Instructed customers on how to use the free online design programs built into the websites.
- Assisted customers through any technical issues that arose.
- Kept track of all production and transit schedules to ensure customers could receive their orders by their deadlines.
- Reached out to customers to confirm they were able to receive and review their digital proofs.

Graphic Designer / Social Media Manager / Customer Service

Quality Name Plate | East Glastonbury, CT | July 2021 - August 2024

QNP has 3 subsidiary companies: On Air Mic Flags, Taproom Tackers, and Executive Line.

Graphic Design

- Created digital proofs of the customer's logo(s) on the products.
- Created prepress/preproduction art files.
- Designed stickers, medals, and posters for donation projects for local events.

Social Media Manager

- Designed all social media posts for On Air Mic Flags and Taproom Tackers.
- Reviewed analytics and made adjustments based on the data.
- Responded to comments and private/direct messages.
- Assisted Marketing with designing and executing email campaigns for sales.

Customer Service

- Assisted customers via emails and phone calls.
- Entered orders into production.
- Reached out to customers with annual events to ensure they would receive their yearly orders with plenty of time to spare.

Education

Eastern Connecticut State University | Willimantic, CT | 2020

Bachelor of Arts | New Media Studies | Concentration: Digital Media Design