

Lucia Guallpa

GRAPHIC DESIGNER

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EDUCATION

UNIVERSITY OF MINNESOTA TWIN CITIES

Aug 2021 - DEC 2023

Minneapolis, Minnesota

BACHELOR OF FINE ARTS in **GRAPHIC DESIGN**

Minor in USER EXPERIENCE

SKILLS

- User Research
- User Testing
- Prototyping
- Wireframing
- Color Theory
- Typography
- Photography
- Time Management
- Problem Solving
- Attend to detail

TOOLS

- Illustrator
- Photoshop
- InDesign
- After Effects
- Lightroom
- Fresco
- XD
- Figma
- Sony Vegas
- Particle Illusion
- Microsoft Office

INTERESTS

- Brand Identity
- Illustration
- Packaging Design
- Web Design
- UI/UX Design
- Logo Design
- Typography
- Illustration
- Video Editing
- Art Direction

EXPERIENCE

WAGGING TAILS PET RESORT

SEPT 2022 - PRESENT

Eagan, Minnesota

GRAPHIC DESIGN INTERN

- Develop engaging visuals for social media, including photos, videos, and graphics.
- Design promotional materials, ensuring brand consistency.
- Capture and edit photos of dogs for marketing purposes.
- Help create marketing campaigns and assist with event promotion.
- Work with daycare staff to highlight daily activities and services.

WAGGING TAILS PET RESORT

SEPT 2021 - PRESENT

Eagan, Minnesota

RECEPTIONIST

- Manage inventory, reporting, and office organization.
- Handle bookings for daycare, grooming, and boarding via calls, emails, and in person.
- Maintain accurate client and pet records.
- Respond to inquiries promptly and professionally.
- Keep the reception area clean and organized.
- Support pet transitions and observe their well-being.
- Ensure a positive experience through excellent communication and personalized service.

VERIFIED CREDENTIALS

JAN 2020 - MAR 2020

Lakeville, Minnesota

VERIFIED SPECIALIST I

- Conduct background verifications in a call center by contacting schools, businesses, and individuals to confirm employment and academic information.
- Evaluate documents and input data into the system, contact employers and references, and conduct online research to complete reports.
- Perform pre-employment verifications via phone, fax, and online platforms.

ADDITIONAL EXPERIENCES

IKINARI STEAK

DEC 2018 - May 2019

New York, NY

SERVER

- Committed to ensuring customer satisfaction through accessibility and friendliness.
- Strong interpersonal and team-building skills, able to build relationship with diverse customers, managers, and colleagues, and resolve issues quickly.
- Knowledgeable about menu offerings, including gourmet food, spirits, and wine pairings.
- Skilled in anticipating and fulfilling guest needs, including special orders.
- Capable of multitasking while maintaining professionalism in fast-paced environments.

EXPRESS

SEPT 2017 - DEC 2018

New York, NY

SALES ASSOCIATE

- Deliver excellent sales service to ensure customer satisfaction.
- Multitask while addressing customer needs and providing product information.
- Maintain a clean and organized sales floor.
- Operating cash registers, managing financial transactions, and balancing drawers.

HOOKED ON 12TH

MAR 2017 - JUNE 2017

Brooklyn, NY

BUSSER

- Deliver exceptional customer service and hospitality in a fast-paced environment.
- Manage revenue accurately by processing cash and credit card payments.
- Prepare exceptional beverages quickly according to strict guidelines.

BIG TIME PRODUCE

JUNE 2014 - JUL 2017

Staten Island, NY

CASHIER & SALES ASSOCIATE

- Provided strong interpersonal communication and assisted new cashiers with customer inquiries and age-restricted transactions.
- Helped customers locate merchandise and assessed customer service situations as needed.
- Managed transaction records, organized data, and maintained a well-coordinated office environment.