

Contact

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Top Skills

Adobe Creative Suite
Cascading Style Sheets (CSS)
JavaScript

Felicity Randol

Graphic Designer / Front End Developer
Falls Church, Virginia, United States

Summary

Designer with 4 years of professional experience in graphic design. Proficient in HTML, CSS, and JavaScript. Seeking to leverage expertise in a dynamic front end engineering role.

Experience

Reciprocity Industries LLC

3 years 3 months

Team Liaison

March 2023 - Present (2 years 6 months)

Billings, MT

- Maintain up to date knowledge of all ongoing campaigns, best practices, and process requirements to assist with time sensitive queries from agents on the phones
- Demonstrate high problem-solving capabilities when handling complex customer inquiries or complaints
- Mentor new hires during their initial weeks at the call center, ensuring smooth integration into the team
- Conduct regular quality assurance audits of calls to ensure adherence to company policies and procedures
- Develop and maintained a knowledge base library for agents to access frequently asked questions and troubleshooting guides

Client Support Specialist

November 2022 - March 2023 (5 months)

Billings, MT

- Develop and implement customer service procedures and guidelines to improve client satisfaction and conversion rates
- Collaborate with multiple teams to identify possible process improvements that enhance the customer support experience
- Track and analyze client response data to identify trends and areas for improvement

Legal Intake Representative

June 2022 - November 2022 (6 months)

Billings, MT

- Electively communicate with potential clients to gather necessary information and conduct intake interviews remotely, ensuring accurate and comprehensive data collection.
- Collect and maintain detailed records of client information, ensuring accuracy and confidentiality
- Maintain confidentiality when handling sensitive client information
- Efficiently identify and troubleshoot any technical issues that arise during remote intake interviews, ensuring a seamless and uninterrupted experience for potential clients
- Electively manage a high volume of incoming calls and inquiries from potential clients, providing timely and accurate information and assistance

OA Graphics

Art Director

September 2021 - June 2022 (10 months)

Billings, MT

- Develop and finalize creative design concepts that align with each client's brand image and target audience, while also considering current market trends and competitor designs
- Develop and maintain strong relationships with clients to understand their design needs and provide creative solutions that meet their requirements and objectives
- Lead and train newly hired designers, providing feedback, and support to ensure the success of future client projects
- Develop and maintain a library of design resources, including fonts, patterns, and templates, to streamline the design process and ensure consistent branding across all client projects
- Develop and present design proposals and strategies to clients, showcasing the value and impact of the proposed designs on their target audience and business objectives

InkMagi Studios

Freelance Graphic Designer

March 2020 - September 2021 (1 year 7 months)

Billings, MT

- Collaborate with clients to understand their design requirements and objectives, ensuring clear communication throughout the project

- Create appealing and strong designs for both digital and print mediums, including logos, brochures, social media graphics, and adverts
- Utilize industry standard software including Adobe Creative Suite (Photoshop, Illustrator, InDesign) to create high-quality and detailed designs
- Work closely with print manufacturers to ensure accurate production of printed materials
- Build strong relationships with clients by providing exceptional communication and customer service throughout the process

The Criterion

1 year 6 months

Head of Design

May 2019 - January 2020 (9 months)

Grand Junction, Colorado, United States

- Develop design strategies to promote the newspaper's brand and promote consumer engagement
- Stay up to date with design trends and technologies to ensure the paper remains engaging to the target audience
- Manage a team of designers and provide guidance and support to ensure the successful execution of design projects.
- Manage a team of designers, delegate design projects, and ensure met deadlines
- Collaborate with other editorial teams, to ensure submitted designs align with the overall business goals and objectives

Photography Editor

December 2018 - May 2019 (6 months)

Grand Junction, Colorado, United States

- Use photo editing software to retouch images for publication alongside articles in the newspaper
- Collaborate with editorial leads to ensure that the images accurately reflect the content of the articles they accompany
- Coordinate with photographers to ensure timely delivery of high-quality images for publication
- Manage and organize a digital library of quality stock images for future use
- Ensure all published images compliance with copyright laws
- Stay up to date with trends and new photo editing techniques to continuously improve image quality and appeal

Journalist and Designer

August 2018 - December 2018 (5 months)

Grand Junction, Colorado, United States

- Create graphics for the newspaper. Develop creative and bold visual content to support journalistic storytelling and enhance the reader's experience and interest
- Collaborate with journalists to understand their content and create graphics that electively compliment and communicate the message of each article
- Conceptualize and design visually appealing layouts for print, ensuring alignment with vendor requirements and specifications
- Collaborate with sponsors to design visually appealing advertisements
- Stay up to date with the latest design techniques to ensure graphics are modern and visually appealing

Education

Codecademy

Certificate, Front End Engineer · (April 2025 - October 2025)

Southern New Hampshire University

Bachelor's degree, 3D Animation · (2020 - 2023)

Colorado Mesa University

Bachelors of Fine Arts, Animation and Motion Graphics · (2018 - 2022)