

## Summary

Experienced customer service focused manager and Designer in product, publishing, marketing, and photography. Excellent customer service skills and ability to drive sales to exceed budget a minimum of 15%. Successful under pressure and tight deadlines. Comfortable being the face of an organization.

## Skills

Mac OS X  
Microsoft OS  
Adobe Creative Suite  
Microsoft 365  
Sharepoint

Jira  
Figma  
Sketch  
FontLab  
Extensis Suitcase Lynotype

Font Explorer  
FileZilla  
Fetch  
Filemaker  
BB Edit

MediaBank  
Keynote  
Profit Maker  
Agile Methodologies  
Project Management

## Experience

### Product Designer

IDEMIA  
Bedford, MA  
June 2019-Present

- Leads and is customer facing during secure credential design projects through the entirety of the creation process from concept to delivery and maintenance.
- Leads the design, creation of solution specification documentation, testing of prototypes, production, and quality assurance of secure, government identity documents.
- Responsible for the detection of a significant manufacturing defect of a security feature in a credential that led to the reprinting of more than 53,000 cards and the correction of several manufacturing and QA process avoiding significant losses for the company as the result.
- Works closely with our process engineers to create new security features and techniques to be integrated onto product portfolio.
- Designs and produces sample credentials and accompanying feature sheets and response graphics to support all RFP proposal submissions.
- Redesigned all customer and Internal facing documentation to create cohesive brand for the department to work in harmony with the company's current branding.
- Interacts directly with Customers, Project Management, Manufacturing, Bids and Proposals, Sales, and Engineering teams to provide expertise and support in the design and maintenance of the product throughout its contract life cycle.
- Received the 2021 Élan Finalist award from the International Card Manufacturers Association – ICMA in the ID and Access Control Card category for the 2021 Utah Driver License and ID design.

### Print and Traffic Coordinator

NorthPoint Printing  
Waltham, MA  
August 2018-June 2019

- Responsible for the management of many key sales accounts.
- Timely processed and submitted client orders to ensure on-time or early delivery.
- Managed orders continuously with clients and outside vendors from production through billing and invoicing.
- Managed prepayment of orders with vendors.
- Coordinated shipping between client and distribution department.
- Assisted the Credit Department in collecting past due invoices and prepaid balances.
- Responded to clients', account managers', and vendors' emails, phone calls, and other correspondence.
- Managed and coordinated daily local pick-ups and deliveries with company driver and courier service.

# Kate Ternullo

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## Graphic Designer

Altar Ego Apparel  
Chelmsford, MA  
August 2016-January 2017

- Worked with owner to create all new apparel designs.
- Created layouts for printing all leggings and tops.
- Created new pattern designs to match offered leggings.
- Oversaw the quality control of the printing of all leggings and tops.
- Assisted in the sale and advertising of brand.
- Created apparel patterns used in the creation of all leggings and tops.

## Graphic Designer

Jones & Bartlett Learning  
Burlington, MA  
July 2005-August 2011

### Textbook Cover Design

- Designed variations based on an initial concept as discussed during a concept meeting, and presented designs for approval.
- Finalized front cover designs and completed final cover layouts for production.
- Maintained corporate branding and book series look and feel.
- Preflighted, collected, and burned cover files to disk to send to printer or FTPed files directly to printer.
- Final approver for printer proofs and attended press checks.
- Maintained cover file image archive.
- Member of design team that created and oversaw the implementation of company rebranding in all products, communication, and marketing materials.

### Marketing Design

- Designed catalogs, brochures, postcards, posters, ads, sell sheets, letters, flyers, and conference swag.
- Designed web graphics and ads for external websites and social media.
- Designed new piece templates based on current postal standards.
- Managed multiple design projects for several marketing managers simultaneously.
- Worked under tight deadlines and budgets.
- Managed design projects from quote to completion.
- Maintained and enforce branding standards and style guide.
- Managed vendors.

## Shift Manager

Starbucks  
Wilmington, MA  
February 2016-August 2018

- Managed daily operation of all business during shift which included being cash and key controller.
- Kept employees and customers informed of all new promotions and products to ensure customer awareness and drive sales.
- Coached current and new employees to maintain high food, safety, and service standards.
- Provided excellent customer service to create a comfortable, pleasant atmosphere to foster a positive experience for the customer.
- Adjusted and process all time cards for payroll.
- Teaching and Training Manager who oversaw training of new hires and current employees.
- Staffing and Scheduling Manager who oversaw, in conjunction with the store manager, the hiring of new employees, the creation of the weekly schedule based on labor metrics.
- Inventory and Food Manager who drives growth through food sales by forecasting need and reducing waste.

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## Copy and Print Center Supervisor

Staples  
Amherst, NH  
July 2014-April 2015,  
Reading, MA  
April 2015-February 2016

- Lead team to exceed budget by 15% YTD.
- Worked with in-place Copy and Print Center team to create new processes to improve team communication and job completion.
- Trained current team to increase knowledge base to effectively assist customers in choosing effective printing solutions.
- Trained new employees on department standards and practices.
- Worked with both store and account management to grow customer base and expand printing options.
- Ordered all supplies for department and was the contact person for service calls.
- Created print design solutions based on customer's needs and budget.
- Typeset or edited customers' files to ensure that the final product is what the customer envisioned.
- Worked with the Business Services Department at the corporate office to assist in creating an In-Store Designer position. Anticipated in-store testing to begin October 2015.

## Copy and Print Center Associate

Staples  
Tewksbury, MA  
October 2013-June 2014

## Certified Senior Framer

Michael's  
Chelmsford, MA  
March 2012-August 2013

- Designed and hand crafted pieces based on artwork and customer's personal taste.
- Maintained sample displays.
- Managed and ordered inventory and supplies.
- Assisted customers on the sales floor with framing and other crafting and art supply needs.
- Trained new employees on framing, selling, and assemblage standards and practices.

## Education

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### Northeastern University

Graduate Certificate, Interactive Design

Boston, MA  
2021-2022

### Middlesex Community College

Continuing Education course work in web design

Lowell, MA  
Fall 2016-Spring 2018

### Pratt Institute

Post-Graduate course work

New York, NY  
Fall 2011

### University of Massachusetts-Lowell

B.F.A Graphic Design

Lowell, MA  
2003-2005

### Northern Essex Community College

A.A Graphic Design

Haverhill, MA  
2001-2003