

ANNA OTT

Graphic Artist & Designer

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EXPERIENCE

MINTED. 2013-Present

Design Specialty Team Lead 2016-Present

I am responsible for co-leading a specialty team that handles daily escalated orders, technical issues, customer contacts, and complex and custom proofing products. I am a point person for daily coaching on team and company processes. I handle escalations by working directly with our customer service team, as well as conducting consultations with live clients.

Quality Control | Operations Team Lead 2013-2016

I reviewed orders handled by design associates at a fast pace with extreme attention to detail. On a typical day, I reviewed between 60-120 unique orders. As team lead, I lead a team of design associates through multiple hectic holiday and wedding seasons by answering questions, providing design suggestions and program knowledge, and up-training on specific special products and aspects of the design associate role.

FREELANCE GRAPHIC DESIGN. 2010-Present

I have worked on creative and production projects ranging from layout and design, recurring print advertisements, photo editing and color correction, branding, and web illustrations, and have worked with non-profits, small design businesses, and start-ups alike.

Clients Include: 12Petals Media Group, The Johnson Agency, SF Flute Society, Oakland Animal Control, Liquid Form Design, Flute View Magazine, MarinLink, Public Authority in Alameda County, The Element of Design, Center for Independent Living, Dominican University Communications Department.

THE CENTER FOR INDEPENDENT LIVING. 2012-2014

Independent Contractor | In-House Designer | Social Media 2013-2014

Creation of all CIL print materials. Creation of special county-wide program marketing plan (Aging and Disability Resource Connection) among long-term service consumers and other independent living agencies. Managed organization Facebook and Twitter feeds.

Admin Assistant | Graphic Design Intern | Peer Mentor 2012-2013

I was administrative assistant to the director of Youth Services, and carried out general office and admin tasks. In my role as design intern, I re-branded the YS print material. I created fliers and posters for all events, and monitored social medias. I also spent time as a peer mentor for teens and college-aged youths with disabilities.

TECHNICAL + CREATIVE SKILLS

Photoshop, Illustrator, InDesign. Microsoft Word, Power Point, Excel. Salesforce. Google Drive.

Page Layout + Design, Digital Illustration, Photo Editing and Color Correction, Minor Web Design.

EDUCATION

Dominican University of California | BFA Graphic Art & Design | May 2011