

Contact

jerrodhein

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Technical Proficiency

Design & Production

Highly skilled with: Adobe Photoshop, Illustrator, InDesign, Acrobat Pro, PageFlex Studio, pre-press file preparation, print production, color separations, and production-ready deliverables. Working knowledge of CorelDRAW, Figma, Canva, Premiere Pro, After Effects, HTML, and Java Script.

Productivity & Project Management

Strong working knowledge of Asana, Microsoft Word, Excel, Power Point, Outlook, Publisher.

Technical Troubleshooting

Strong ability to diagnose and resolve computer, printer, peripheral, software, and technology-related problems; highly adaptable to new hardware, software, and production systems.

Customer Service, Sales & Marketing

Experienced in developing long-term customer relationships, supporting sales and marketing initiatives, coordinating events, generating repeat business, and communicating brand messaging to internal and external audiences.

Leadership & Team Development

Strong written, verbal, and interpersonal communication skills with experience training employees, leading team meetings, coordinating projects, and mentoring developing professionals. Creative, independent, self-directed problem solver who works effectively with both teams and customers.

Career Experiences

- Designed and produced marketing collateral, advertising, and brand promotional materials across OOH and large-format, small-format print, digital/social media, web, direct mail, and promotional applications from customer-supplied creative briefs.
- Utilized Adobe Creative Cloud applications for art production, pre-press preparation, ink separations, and print-ready deliverables to meet strict production standards and timelines.
- Produced and maintained internal video communication channels for internal websites and employee television content.
- Collaborated closely with marketing, PR, and cross-functional teams to develop creative concepts, written content, and integrated campaigns that strengthened brand consistency across all channels.
- Simultaneously managed multiple creative projects while interfacing with internal and external stakeholders to gather requirements, track progress, monitor timelines, and deliver assets from concept through production and fulfillment.
- Created, maintained, and optimized e-commerce web stores, to enable customer customization, direct ordering, and seamless print/apparel fulfillment.
- Wrote, produced, and distributed mass mailings, news releases, and e-blasts using audience-focused messaging and calls to action to increase engagement and support audience segmentation.
- Managed vendor relationships through coordinating print production workflows, including sourcing vended materials, print partners, and providing print and screen-ready production files.

Experience

Kansas Turnpike Authority

Digital Communications Specialist, Wichita, KS, Current Employee Since 11/2023

Develop and produce internal communications and creative content across employee bulletins, newsletters, internal television, web, social media, and print while maintaining content for the organization's internal website. Coordinate external print and promotional vendors and support communications projects from concept through production and distribution. Oversee the communications summer internship program, including weekly team meetings and coordination of 100+ outreach events.

Key Achievements:

- Trained 300+ employees through the KTA Ambassador program.
- Oversaw the communications summer internship program, leading weekly stand-ups and coordinating 100+ outreach events while achieving the goal of distributing 1,000+ KTAGs.

Midwest Single Source

Graphic Designer, Wichita, KS, 10/2013 - 10/2023

Provided in-house graphic design, pre-press, and production support for internal marketing initiatives and external customers in a high-volume print environment. Designed and prepared production-ready artwork for print, large-format, apparel, promotional products, and digital applications while ensuring compliance with customer specifications and brand guidelines. Managed customized e-commerce storefronts and PageFlex variable-data solutions, while diagnosing and resolving technical, production, color reproduction, and print-quality issues. Worked directly with customers and internal teams to develop practical solutions, manage competing priorities, and meet demanding production deadlines.

Key Achievements:

- Employee of the Year — Customer Service Team Choice
- Employee of the Year — Topeka Division's Choice

Acacia Design

Sole Proprietorship Business, 11/2017 - 10/2023

Provided freelance graphic and web design services while managing client relationships, project requirements, production, and fulfillment. Expanded clientele and repeat customer base into Florida, Illinois, Texas, and California.

Spirit AeroSystems

Media Project Planner, Wichita, KS 67201, 1/2008 - 9/2013

Coordinated Creative Services projects from initial customer requirements through completion, tracking workflow, timelines, metrics, and project status using FileMaker and project management software. Served as a liaison between internal customers, designers, photographers, vendors, and production partners, coordinating procurement, transportation, scheduling, and outsourced projects while ensuring requirements, budgets, and deadlines were met. Provided production support through minor artwork modifications and maintained organized digital assets for future use.

Bachelor of Arts: Graphic Design & Photography 2003

Kansas State University Manhattan, Kansas

Find my portfolio and testimonials at www.jerrodhein.com

