

Peter Lawrence

Graphic Design
IT Support
Software Support

Skills

Peter Lawrence

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Centreville, VA 20120

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ACCOMPLISHED IN

Adobe Creative Suite

PHOTOSHOP, ILLUSTRATOR, INDESIGN, DREAMWEAVER

Microsoft Office Suite

WORD, POWERPOINT, EXCEL

WordPress

Quark Xpress 7

Design Theory & Execution

TYPOGRAPHY, COLOR THEORY, PRINT DESIGN, WEB DESIGN, BRANDING & IDENTITY DEVELOPMENT, EDITORIAL DESIGN

Employee Training

10+ YEARS TRAINING EXPERIENCE IN CUSTOMER SERVICE & SUPPORT, ORIENTATION/ONBOARDING, TEAMBUILDING AND RETENTION.

Experience

Apple, Inc / Genius Admin

JUNE 2016 - PRESENT, RESTON VA

Repair strategy management with responsibilities including operational workflow, SOP adherence, CMS management, inventory management, consumable orders, inter-market communication and alignment, and both internal and external escalations for all repair operations.

Apple, Inc / Mobile Repair Technician

JULY 2015 - JUNE 2016, RESTON VA

Providing hardware, software, and cellular connectivity support for mobile technology including phones and tablets. Other responsibilities include inventory care and repair ticket management through proprietary CMS and diagnostic suites.

Frontpoint Security / Customer Support Specialist

MARCH 2013 - MONTH 2016, TYSON'S CORNER VA

Providing activation and technical support for wireless home security networking and automation. Recruited after three months into the Outbound program, becoming responsible for a variety of specific projects including Actual Alarm, Compliance, Email Response, and Professional Installations.

Re-designed all customer facing templates used department-wide to establish a cohesive voice, designed internal documents used to increase productivity, minimize errors, and organize rolling concurrent projects, and wrote and designed external documents used for communication with dozens of third party installation companies nationwide.

Freelance / Graphic Design

JULY 2005 - PRESENT, NORTHERN VA

Branding and logo/identity development, packaging design, posters/brochures and supplementary materials, editorial design, web design across a number of fields including radio personality, a winery, and a variety of technical and web-driven start-ups.

See www.peterlawrence.me for examples and more information.

Famous Dave's, Inc / Bartender, Trainer, Catering Specialist

MARCH 2006 - JANUARY 2013, CHANTILLY VA

Building strong skills in communication, time management, teamwork, customer interaction, and dependability in order to grow customer loyalty and retention. Often responsible for onboarding and training new employees as well as liasoning the organization of off-site catering projects.

Education

George Mason University / Art & Visual Technologies, BA

AUGUST 2005 - JUNE 2009, FAIRFAX VA

Westfield High School / Advanced Diploma

SEPTEMBER 2001 - JUNE 2005, CHANTILLY VA