caitlin provenzano

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7 YEARS OF CUSTOMER EXPERIENCE | GRAPHIC DESIGN STUDENT

WORK EXPERIENCE

Client Experience Associate
AnywhereWorks
July 2020 - Present

- Managed 150+ customer interactions daily, maintaining a 100% Quality Assurance rating on average.
- Handled scheduling, order processing, and issue resolution to ensure seamless customer experiences.
- Ensured brand consistency through clear, professional communication.
- Coached agents, increasing performance by 50% through training and support.
- Utilized problem-solving and organizational skills to streamline workflows and improve efficiency.

Team Lead
Engine 53 Pizza
January 2018 - July 2020

- Trained and onboarded new employees, ensuring role readiness and operational efficiency.
- Maintained a 95% order accuracy rate across 150-300 transactions, minimizing errors and customer complaints.
- Oversaw food preparation, order fulfillment, and cash handling to ensure smooth service.
- Maintained a clean, safe, and efficient work environment while handling customer inquiries.

EDUCATION

Bachelor of Arts, Graphic Design & Media Arts
Southern New Hampshire University
Graduating in 2025

Relevant Coursework: UX/UI Design, Web & App Design, Branding & Identity, Digital Imaging, Interactive Design

Skills & Tools: Adobe Creative Suite (Photoshop, Illustrator, InDesign, Animate), HTML/CSS, Wireframing, Prototyping

Design Projects:

- Responsive website prototype for a mock interior design brand using HTML/CSS.
- Logo for a mock bakery using Adobe Illustrator
- Interactive infographic using Adobe Animate
- Digital publication for a mock home design magazine using Adobe InDesign
- Book cover design using Adobe Photoshop and Adobe InDesign
- Promotional flyer and an animated web banner advertisement for a mock resort and spa based on client brand guidelines using Adobe Photoshop and Adobe Illustrator

Web Design Certificate
American Institute of Graphic Arts (AIGA)
Completed: January 2025

Skills & Tools: Responsive Web Design, UX/UI Principles, HTML/CSS, Wireframing, Prototyping

SKILLS

Graphic Design Software: Adobe InDesign, Photoshop, Illustrator; Figma; Canva

Web Technologies: HTML, CSS

Office Applications: Microsoft Word, Excel, PowerPoint

Design Disciplines: Creative Strategy, Photo Editing, Logo Design, Web Design, Layout Design, Branding

Customer Service Tools: Data Entry, CRM Systems

Communication: Client Communication, Active Listening, Copywriting

Customer Relations: Customer Service, Customer Retention, De-Escalation, Conflict Resolution

Leadership: Team Leadership, Training, and Coaching

Problem-Solving: Analytical Thinking, Creative Solutions

Organizational Abilities: Time Management, Process Improvement, Adaptability