

## Software

Adobe Photoshop  
Adobe InDesign  
Microsoft Office Suite (Word, Excel, Publisher, Powerpoint)  
Adobe Illustrator  
Adobe Dreamweaver  
Intermediate HTML and Beginner CSS  
EndNote  
Quickbooks

## Experience

- September 2010 - Present  
**Office & Photographer's Assistant**  
**TSS Photography**  
customer service, proofreading, order entry, order sorting, payment entry, deposits, photo shoot assistant
- August 2010 - Present  
**Owner & Designer**  
**Ink and Fiddle Custom Stationery**  
custom layout design, typography, customer service, company website design, web marketing tool maintenance, printing, shipping
- April 2009 - July 2010  
**Client Services Specialist**  
**Metropolitan Veterinary Center**  
customer service, scheduling, operation of multiple-line phone system, data entry, faxing, filing, prescription refills, ensuring smooth operation of hospital
- August 2008 - January 2009  
**Graphic Design Intern**  
**Physiotherapy Associates**  
layout design (brochures, postcards, fact sheets, market maps), typography, custom map creation, proofreading, press-releases (as needed)
- January 2006 - December 2008  
**Office Coordinator & Lab Assistant**  
**IUP Library Technology & Security**  
maintenance of day-to-day operations for LTS office and labs, interviewing, hiring, lab training, short seminar coordination, proofreading, creation and maintenance of yearly head count statistics in Excel, trouble-shooting for Adobe Creative Suite, Microsoft Office Suite, printers, scanners and IUP web-based clients, clerical duties

## Education

Indiana University of Pennsylvania  
Bachelor of Arts: Journalism  
Minor: Communications Media  
Graduated May 2009

Westmoreland County Community College  
Associates in Applied Science: Marketing Management  
Part-time, Online Student  
Graduation in Spring 2012

# NIKKI O'GORMAN

Desktop Publishing . Superstar Customer Service . Custom Design

## Contact

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inkandfiddle.com

## Profile

Highly creative, entry-level layout designer possessing extensive personal and educational desktop publishing skills. Utilizes Adobe InDesign, Photoshop and Illustrator on a daily basis for freelance stationery business, Ink and Fiddle. Educated in all facets of the Journalism world, including, but not limited to public relations, publishing and graphic design.

Dynamic, motivated team-player with exceptional writing and speaking skills. Owns ability to manage multiple time-sensitive projects under strict deadlines, while maintaining creativity and efficiency. Customer service superstar with a concentration on building beneficial, long-term partnerships with clients and fellow employees.