

## HEATHER M. DUGHI

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I am a Graphic Designer with over 20 years' experience in print and digital media. I am looking for a production role in the Austin / Round Rock area.

## SKILLS

Managing small- and large-scale projects.  
Gathering and documenting customer requirements.  
Working with XML, HTML, and CSS.  
Writing documentation and training materials.  
Editing and proofing documents.  
Designing and producing print materials, websites, packaging, and advertisements.  
Preparing thorough and accurate bug and error reports.  
Scanning and processing documents.  
Photographing and retouching images.  
Creating detailed sketches, part drawings, and renderings.  
Using Unix command-line tools and scripts.  
Working with SQL databases and content management systems.  
Phone and electronic communications.  
Working in Adobe Creative Suite (Photoshop, InDesign, Illustrator, Flash), Microsoft Office (Excel, Word, Outlook), Autodesk (3D Studio Max, AutoCAD, Inventor), and QuarkXPress.

## EDUCATION

**North Carolina School of the Arts**, Winston-Salem, NC.  
Graduate work in Stage Properties and Scenic Art.  
**New College of Florida**, Sarasota, FL.  
B.A. in Theatre and Environmental Studies.  
Published thesis on designing interactive museum exhibits.  
Editor-in-Chief (1998), Managing Editor (1997), and Graphic Artist (1996) for *The Catalyst*.

## WORK EXPERIENCE

**2002-present**

### Production Artist

Prepared art assets and HTML for banks, credit unions, and small businesses.

**2015-present, Rosco Labs, Round Rock, TX.**

### Graphic Artist

Used Adobe Creative Suite to design graphics for custom lighting filters.

**2014-2015, Our SocieTee, Austin, TX.**

### Production Assistant

Designed and produced cards and marketing materials for small businesses.

Created vector graphics for apparel and accessories.

Wrote new employee training documentation and led training sessions.

**2012, Dell, Round Rock, TX.**

### Production Artist

Prepared art assets for Dell websites throughout the world.

Worked with Testing and Targeting team to create alternate versions of Dell websites for optimization studies.

**2011, Internal Revenue Service, Austin, TX.**

### Receipt & Control Clerk

Responsible for opening, sorting, and perfecting federal tax returns.

**2002-2010, LibreDigital, Austin, TX.**

### Production Engineer

Created digital editions of newspapers and magazines such as *The New York Times*, *Reason*, *Marketing Week*, *Nature*, and *USA Today*.

Participated in weekly scrum meetings for e-publishing software.

Worked in Unix systems to transfer, sort, and process content partner files.

Acted as tier one technical support for content partners.

Wrote reports for software bugs and file processing errors.

Managed content partner contact information, requirement data, and file processing preferences in ColdFusion database.

Tested new proprietary software and software updates.

Wrote documentation for Perl and command-line PDF editing functions.

Prepared training materials for content partner accounts and internal teams.

As Night Shift Team Leader, managed shift calendar and production schedule.

**2001-2002, Steve Jackson Games, Inc., Austin, TX.**

### Production Manager, Production Artist

Designed and published books, marketing materials, and game products, including the award-winning card game *Munchkin*.

Created maps, text, and illustrations for the *Floor Plan* series.

Worked with Project Administrator to schedule projects and production time.

**1999, M&M Engraving & Graphics, Winston Salem, NC.**

### Artist

Responsible for designing and producing vinyl-lettered banners, plaques, name plates, and street signs.

Constructed trophies and awards for corporations such as R.J. Reynolds.

**1998-1999, Knight-Ridder, Bradenton Herald, Bradenton, FL.**

### Ad Designer

Designed and output daily ads, special sections, and promotional materials.

Responsible for all advertising for \$600,000 DeSears Appliance account.

Responsible for registration and color checking during advertising press runs.

**1997-1999, South Florida Museum, Bradenton, FL.**

### Museum and Planetarium Assistant

Assisted in guest relations for and nightly operation of laser lightshows.

Designed and produced computer-based multimedia museum exhibit about the endangered Florida manatee.

**1995-1998, University of South Florida, Sarasota, FL.**

### Police Dispatcher

Responsible for communications between police and public.

Logged police activities and hourly reports.