



## CONTACT

**Colleen Dies**  
Akron Ohio, USA

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## EDUCATION

**The University of Akron** | Bachelor of Fine Arts, Graphic Design | May 2026

## ABOUT

I am happiest when I can use my creativity to help others achieve their goals. Having a lot of work experience, I can work effectively as a part of a team, interact with the general public, and maintain healthy relationships with all stakeholders.

## SKILLS

### Adobe Creative Suite

- Illustrator
- InDesign
- Premiere Pro
- AfterEffects

### Microsoft Office 365

- Outlook
- PowerPoint
- Teams

## EXPERIENCE

### **Assistant Store Director, Mustard Seed Market** **Akron, Ohio Mar. 2019 – Feb. 2023**

- Recaptured customer loyalty, implementing quick and complete resolutions to handle diverse issues
- Met targets consistently with smooth coordination of sales floor operations
- Kept labor costs low using smart scheduling strategies and assigning work based on employee strengths and operational needs
- Maximized sales with attractive displays and effective merchandising

### **Customer Service Team Lead, Mustard Seed Market** **Akron, Ohio April 2015 – Mar. 2019**

- Resolved issues based on thorough investigations of concerns
- Helped improve processes and products by relaying customer feedback
- Maintained neat and current records for all transactions
- Created schedules that ensured adequate coverage during peak hours

### **Produce Associate, Mustard Seed Market** **Akron, Ohio Jan. 2011 – April 2015**

- Maintained neat and attractive displays for customers
- Kept full rotation of products to ensure peak freshness
- Assisted store guests with any needs