

Jules Nawjoks

(it sounds like)
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Combining expert soft skills gained from a successful career in client services with experiential thinking and visual design, I love to create noteworthy and engaging experiences. I excel at collaboration and focus on finding the balance between concept, budget, and user's needs in every design decision.

Awards

Gold Student ADDY Seattle
Silver Student ADDY District XI
American Advertising Awards
Magazine Design 2018

Skills

Illustrator	Experiential
InDesign	UX
Photoshop	Layout
After Effects	Motion
HTML/CSS	Illustration
Lightroom	Branding
SketchUp	Letterpress

Education

Seattle Central Creative Academy
A.A.S. Graphic Design - Deans List
Seattle, WA 2016 – 2018

Led team of 22 designers in planning the environmental design for the 2018 portfolio show

Westmont College

B.A. Religious Studies, Music Minor
Magna Cum Laude
Santa Barbara, CA 2001 – 2005

Volunteering

GeekGirlCon

Print Program Design
May 2019 - Present

44-page keepsake program for the annual convention

TypeThursday Volunteer

May 2018 - Present

Experience

Experiential Graphic Designer

IA | Interior Architects

March 2019 – Present

Seattle, WA

- Developed design strategy for a Fortune 100 client that has become the gold standard for all ongoing work for this account firm-wide
- Manage designs from concept through construction including presenting to clients and coordinating with fabricators
- Projects include interactive exhibits, motion graphics, large scale graphics, dimensional lettering, custom lighting, and signage

Freelance Designer

Various clients

June 2018 – Present

Seattle, WA

- REI - illustrations, photo styling and curation, and web layouts
- UW Tacoma - Public art installation (*Vaughn Bell lead artist*)
- Teach.org - Animated illustration series
- Illustration, game design, branding, large scale graphics, print layout, web design, and typographic design for additional of clients

Director of Account Management

OhMyGreen

Nov. 2015 – Nov. 2016

San Francisco, CA

- Redesigned internal software interface following UX best practices
- Owned 11 accounts, including Lyft, Gusto, and Twitch.TV — worth a total of \$3.6 million in annual billings
- Hired, trained, and managed account management team

Head of Client Success

Soldsie

Feb. 2013 – May 2014

San Francisco, CA

- As acting UX Product Manager, gathered and parsed user feedback to prioritize product features and collaborate with engineers to improve functionality and develop new offerings
- Hired and trained original customer service and account management teams, developing company's voice and customer interaction strategy
- Developed a scaleable on-boarding system including live webinars, written content, and drip emails

Director of Customer Support

Photojojo

Nov. 2010 – Jan. 2012

San Francisco, CA

- Hired and managed Customer Service Department for Photojojo, an online photography retailer averaging \$6 million in annual sales
- Scaled the department from 2 to 30 representatives while maintaining a consistent company voice and support policies