

JOHN *MENCHACA*

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EDUCATION

BFA, Photography
University of Illinois, Urbana-Champaign, IL
May 2013

EXPERIENCE

Customer Service Clerk
Schnucks Markets, Urbana, IL
May 2011 – May 2014

- + Managed and supervised all front of the store operations.
- + Performed returns, exchanges, and other customer service needs.
- + Answered phone calls regarding any questions customers may have had.
- + Designed company graphics and posters for use within the store.
- + Settled checker tills and other bookkeeping functions.
- + Controlled cash flow within the store by depositing and withdrawing money from the safe.
- + Maintained positive relationships with store customers.

Help Desk / Checkout Window Assistant
University of Illinois Art+Design Building, Champaign, IL
October 2010 – May 2014

- + Monitored computer labs and assisted patrons with technical questions regarding software.
- + Maintained printer upkeep including changing ink cartridges, paper, toner, etc.
- + Instructed patrons on photo, video, audio, and computer equipment use.
- + Conducted patron checkouts, reservations, and other needs.
- + Provided customer service to patrons while assisting them with their transactions.
- + Trained new employees by teaching WebCheckout software and demonstrating equipment use.

SKILLS

- + Proficient in Photoshop, InDesign, Capture One, Final Cut Pro, Audacity, Bridge, Lightroom, Powerpoint, Excel, and Word.
- + Vast knowledge in digital photography including the use of an array of lenses, flashes, lights, and other equipment.
- + Thorough training in studio practice including direction, lighting, propping, assorted software, and styling.
- + Extensive darkroom experience including film development and fine printing of 35mm, 120mm, and 4x5 film.
- + Excellent task manager, operates in a clean organized way.
- + Considerable management, training, and leadership experience.
- + Can operate efficiently on Macintosh and Windows computers.

ACHIEVEMENTS

- + Lois Marie Orr Scholarship
Awarded to one photography student per graduating class.