

GERALD HAYES

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Project Manager and Team Leader with a diverse skill set and experience in Customer Service, Retail, Shipping, Production, Graphic & Multimedia Design, Sound Engineering, and Event Coordination.

EXPERIENCE

DEC 2006 – PRESENT

OWNER/OPERATOR, HEAD OF THE TABLE BOOKINGS

Provide talent buying, sound engineering, and event planning support to corporate and private clientele from Denver to Austin and beyond.

OCTOBER 2018 – NOVEMBER 2020

CSR TEAM LEAD, NOVITEX ENTERPRISE SOLUTIONS/EXELA TECHNOLOGIES

Supported Manager and CSR Team in coordinating mail/package delivery and shipping, printer maintenance/supply provision, conference room setups, and direct client communications.

AUGUST 2007-DECEMBER 2008

FLEXIBLES DEPARTMENT MANAGER, BUILDASIGN.COM

Oversaw daily operations, staffing, product testing, color profiling, supply ordering, internal and external communications, and implemented training and a 24-hour production cycle for a 10-employee team responsible for start up's first two years of \$1 million+ in online banner, decal, and vinyl graphic sales.

JUNE 2005-JUNE 2007

DIGITAL TECHNICIAN/LEAD CSR, HOLLAND PHOTO IMAGING

Trained Customer Service Representatives and offered digital and traditional photographic support and machine operations in a busy, professional grade photo lab with clients ranging from enthusiasts to international award winning photographers.

EDUCATION

AUGUST 2005

BACHELOR'S OF JOURNALISM, THE UNIVERSITY OF TEXAS AT AUSTIN

Majored in Journalism in the School of Communications with concentrations in Photojournalism, Graphic & Multimedia Design. Internships included freelance photography and writing for the Austin-American Statesman and videography for Austin's 24-hour Fox local news affiliate.

SKILLS

- Detail-oriented and holistic Team Leader
- Graphic Design, Layout, Scanning, Output
- Intermediate Spanish Speaker
- Focused on communication