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Lauryn Gabriele

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# EXPERIENCE

## Scientific + Technical Graphic Designer

## *Environment and Climate Change Canada*

08/2024 – 12/2024

* Create clear and accurate visual representations of complex scientific data, including charts, graphs, infographics, and detailed illustrations.
* Design visually compelling slides, presentation materials, and scientific posters for conferences, seminars, and workshops, ensuring clear communication of research findings.
* Collaborate with researchers and engineers to produce visually appealing technical documents, manuals, and reports.
* Develop interactive graphics and applications to enhance user engagement and understanding of scientific content.
* Ensure all visual materials adhere to branding guidelines and maintain a consistent visual identity across both print and digital formats.
* Oversee the entire print production process, operating and maintaining in-house printing equipment to produce high-quality prints.
* Catalogue and scan documents in various formats for inclusion in a digital archive, ensuring easy access and retrieval.
* Maintain accurate records of print jobs, specifications, quantities, and production timelines.
* Monitor and manage printing costs, optimizing resources and inventory supplies to stay within budget.

## Lab + Workshop Assistant

## *Carleton University — School of Industrial Design*

09/2023 – 03/2024

* Ensured compliance with safety protocols by enforcing the use of proper Personal Protective Equipment (PPE) among students.
* Regulated student attendance and managed bookings for workshops and the soft lab to optimize resource utilization.
* Utilized a new Point of Sale (POS) system to efficiently sell materials to students.
* Provided custom material cutting services to meet specific student needs.
* Monitored and managed the checkout process for hand tools and sewing machines.
* Guided students on where to purchase necessary materials, enhancing their overall experience.
* Organized and maintained the inventory of the soft lab, ensuring accurate tracking and availability of resources.
* Systematically organized office and workshop cabinets, tools, and first aid kits to promote a functional work environment.
* Developed tracking sheets for sewing machine sign-out and maintenance to ensure proper usage and upkeep.
* Assisted students with basic model building and assembly techniques, fostering hands-on learning.
* Painted and maintained Gallery Plinths for studio reviews, ensuring a professional presentation.

## Product Consultant

## *Greenlane Estate Winery*

06/2024 – 08/2024

* Delivered outstanding customer service by warmly welcoming and engaging guests, leveraging extensive product knowledge to enhance their experience.
* Conducted comprehensive tastings, highlighting wine flavour profiles, production methods, and vineyard characteristics to enrich the guest experience.
* Maintained the cleanliness and organization of the tasting room, ensuring an inviting atmosphere through meticulous setup and breakdown of tasting stations.
* Managed cash transactions with precision, accurately handling payments and operating POS and database systems.
* Provided personalized product recommendations based on guest preferences, offering expert guidance on pairings and selections.
* Assisted in inventory management by efficiently restocking products and monitoring stock levels.
* Collaborated closely with the winemaking team to stay informed on new releases, vintage characteristics, and company events, ensuring effective guest communication.
* Resolved guest inquiries, concerns, and complaints promptly and professionally, ensuring high levels of customer satisfaction.
* Participated in industry events and tastings to expand product knowledge and remain current with industry trends.

## Graphic Designer

## *Carleton University Students' Association (CUSA)*

01/2020 – 04/2022

* Collaborated with CUSA executives to create visually appealing graphics and designs for various promotional materials, including posters, flyers, banners, and social media content.
* Applied design principles, typography, and colour theory to develop creative and engaging visuals that effectively conveyed the association’s messaging and values.
* Worked closely with the association’s executive board, communications coordinator, and event coordinators to understand design needs and deliver timely and high-quality design solutions.
* Managed multiple design projects simultaneously, prioritizing tasks and meeting deadlines in a fast-paced and dynamic environment.
* Utilized industry-standard software, Adobe Creative Suite (Photoshop, Illustrator, InDesign, After Effects), to create and edit graphics and layouts.
* Incorporated feedback and suggestions from stakeholders to refine designs and ensure alignment with their vision and branding guidelines.
* Assisted in the creation of the association’s visual identity, ensuring consistency across all design assets and materials.
* Participated in brainstorming sessions, contributing innovative ideas and concepts to enhance marketing and communication efforts.
* Collaborated with printers and vendors to ensure proper file preparation and production of printed materials.
* Proactively sought opportunities for professional growth and skill development through attending design workshops, webinars, and staying up to date with industry trends and best practices.

## Client Experience Coordinator

## *Ottawa Hunt & Golf Club*

05/2019 – 10/2019

* Transformed guest interactions by providing exceptional and personalized service, delivering a seamless client experience.
* Innovatively maintained and stocked the bar cart, ensuring an appealing display of beverages, snacks, and products throughout each shift.
* Utilized in-depth menu knowledge to assist guests in making informed decisions, elevating their overall satisfaction.
* Engaged with members in a professional yet personable manner, processing orders and managing transactions with precision using advanced database systems.
* Mastered the use of secure transaction systems, ensuring accurate and efficient payment processing while safeguarding user data.
* Proactively anticipated guest needs, offering tailored recommendations and solutions, enhancing service delivery.
* Maintained a high standard of cleanliness and organization, adhering to stringent sanitation protocols for equipment and surfaces.
* Streamlined coordination with kitchen and beverage teams to ensure timely delivery of food and drinks, optimizing operational efficiency.
* Adhered to provincial alcohol regulations, responsibly verifying guests' ages and managing consumption to ensure compliance.
* Swiftly resolved customer concerns with a professional and problem-solving approach, ensuring guest satisfaction and efficient issue resolution.

## CUSTOMER EXPERIENCE + OPERATIONS SPECIALIST

## *Tim Hortons*

03/2014 – 08/2018 + 06/2022–08/2022

* Spearheaded a dynamic team, fostering an environment of motivation through strategic guidance, personalized coaching, and comprehensive training, resulting in exceptional customer service.
* Elevated product standards by meticulously overseeing food quality, preparation, and presentation, ensuring alignment with the corporate policies.
* Streamlined inventory management through proactive audits and efficient stock control, significantly reducing waste and maintaining optimal product availability.
* Orchestrated meticulous cash handling processes, including precise end-of-day reconciliation, emphasizing accuracy and accountability.
* Ensured adherence to local health regulations by instituting rigorous food safety and sanitation protocols.
* Delivered prompt and professional resolution to customer issues, enhancing satisfaction and fostering long-term loyalty.
* Partnered with management to devise and execute innovative strategies, driving sales growth, profitability, and enriching guest experience.
* Directed store opening and closing routines with precision, ensuring seamless operations and readiness for the subsequent business day.

# EDUCATION

## Carleton University *— Bachelor of Industrial Design*

OTTAWA, ON

* Developed a comprehensive understanding of design principles and techniques through coursework in graphic design, product development, and human factors engineering.
* Collaborated with a team of peers to create innovative prototypes and models for various industrial design projects, resulting in positive feedback from industry professionals.
* Utilized computer-aided design software to draft detailed technical drawings and renderings, demonstrating proficient skills in visual communication and presentation.
* Participated in design competitions and exhibitions, showcasing my creative problem-solving abilities and dedication to pushing the boundaries of traditional design concepts.

# SKILLS

| Design ThinkingUser-centred DesignPrototyping + TestingResearchCopywritingAdobe Creative SuiteSketching | CuriosityEmpathyMultitaskingCollaborationProblem-SolvingAdaptabilityCritical Thinking |
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