



PROFILE

I enjoy everything outdoors and all that nature provides us; beauty, food, inspiration for survival, resources, and the need to imitate through creativity. With an adventurous spirit and a thirst for knowledge, I have used my love of nature to contribute to me becoming an established designer and artist with a unique talent for color usage, out-of-the-box approaches and a caring, compassionate soul toward my communication. Driven to keep the audience engaged and interested in what I am communicating through design is my mission in daily life. My approach to brand communication is that it should be like frozen music. It should evoke an emotion of enjoyment, intrigue, laughter, love or even sadness that forces a positive reaction!

BRIAN D COWEN | 785.220.3620

bdcowenlive.com | 3206 SW Kent ST | Topeka KS | 66614

SKILLS

You can never stop learning something new each day, therefore I can always learn more about each item!

InDesign

Photoshop

Illustrator

Acrobat

Power Point

Excel

Word

Photography

Video Editing

Customer Service

Employee Management

FOLLOW ME

 bdcowen@gmail.com

 linkedin.com/in/briandcowen

 facebook.com/briandcowen

 @briandcowen

REFERENCES

Brady Myers

Friesen Design, Inc.
Senior Graphic Designer
785.272.8932
brady@friesendesign.com

Marc Tolbert

Saper Properties, Kansas Inspections,
785.969.1736
kansasinspections@gmail.com

Gene Glass

Laird Nollner Ford
Senior Salesman
785.554.7654
gglass@lairdnoller.com

EXPERIENCE

(Most Relevant)

Dillon's Grocery, Kroger Company

Customer Service Representative/

Front End Closer

October 2022 – PRESENT

A highly intensive position that includes accuracy, attention to detail, awareness and efficient time management. Confronting customer issues of inaccuracy at check-out, customer loyalty issues, and returns of un-wanted products to encourage customers' shopping experience. An entry-level position that quickly evolved into a multiple-functional role

- Building Customer Relations to ensure loyalty
- Open/close POS systems
- Oversee KS Lottery sales and stock
- POS system management/operations
- Gift Card sales and activation, Money Order sales and creation
- Reconciliation of daily sales within the customer service department

FedEx Ground

Operations Manager – Outbound

December 2020 – Present

Part of a managerial team that oversees the operations of the facility prior to, during unload/load of packages and the closure of the outbound dispatch trailers. Complete shift, personnel and operational reports that are uploaded for national facility statistics, nightly.

- Licensed Switcher and PIP Operator that maneuvers trailers and bulk trucks to appropriate dock locations
- Open/close dock bays with pre-determined destination trailers/trucks, test weigh stations for accuracy, and organize facility, equipment, and paperwork prior to shift team's arrival
- Oversee/participate in load and unload of packages from returning delivery vans, and trailer/trucks
- Manage over 20 package handlers by scheduling, assigning task and surveying the activities for seamless quality teamwork to complete the nightly shift deployment
- Gather recorded package activity into appropriate company applications to compare and analyze against estimated activity, pre-set goals, and national company standards
- Walk off facility/belts/yard to scout for completion, organization, cleanliness, and lockdown building for security

Digital Marketing Coordinator

The Fountain Group

on-site at

Hill's Pet Nutrition, Topeka, KS

Sept. 2018 – Jan. 2019

A contracted position to work on-site at Hill's Pet Nutrition with the Digital Marketing Team to assist with the digital updates of their propriety web base program of Prodigy.

- Updated digital assets with new images
- Worked directly with the team and the hired agency to ensure images were quality and the latest updates
- Updated and ensured that all copy assets were update to new specifications specified by Marketing Team
- Attended all team meetings to ensure that time schedule and goals were meet to accomplish deadlines



PERSONAL MISSION STATEMENT

To strive for a daily approach in a creative, positive, and unique outlook toward life, family, and work. Perform as a cornerstone to a relentless enjoyment of gaining knowledge, providing realistic support to others, and accomplishing a passionate drive to fulfil at my absolute best in all endeavors.

BRIAN D COWEN | 785.220.3620

bdcowen@gmail.com | 3206 SW Kent ST | Topeka KS | 66614

EDUCATION

Bachelor of Fine Arts

- Major in Graphic Design,
- Minor in Painting
- Minor in Sculpture

Kansas State University,
Manhattan, KS – May 1991

School of Visual Arts

An intensive three-week professional studio instruction on publication design and creative development from David Carson, Carson Design, New York, NY, School of Visual Arts, New York, NY – June 1996

Certified Customer Service Professional

A RR Donnelley certified training course for customer service – June 2014

Google Analytics Certified

An online Certification through Udemy – March 2019

Google Ads Certified

An online Certification through Udemy – March 2019

EXPERIENCE continued

Marketing Coordinator Advertising

Prairie Band Casino & Resort,
Mayetta, KS

June 2015 – Feb. 2018

An integral part of a marketing team that specifically was developed to re-brand casino marketing strategy, implementation and delivery of information to existing, revisiting and new patrons.

- Developed all promotional Logos usually three a month, sometimes more
- Created all print media material for publications, newspapers and internal marketing for all casino departments
- Designed all monthly Direct Mail items with variable data specialized for each patron
- Worked directly with all department Directors to establish a cohesive branding design for internal promotions
- Converted all promotional material to digital assets for animation, web, LED and video

Print Procurement Specialist

RR Donnelley on-site at
Hill's Pet Nutrition, Topeka, KS

April 2011 – Nov. 2014

Procured marketing print materials for Hill's Pet Nutrition, Inc. through RR Donnelley's signature eProcurement portal CustomBuy. Serviced over 50 different marketing managers by estimating, ordering and delivering materials that were used for new product launches and branding equity. Controlled over 40 orders a month totaling between 2.5 - 4.25 million dollars in printed items ranging from commercial print, labels, and product displays.

- Collaborated with over 50 suppliers, ranging from commercial print, corrugate display to packaging and fulfillment
- Scheduled, quality control and traffic control of all marketing material activities
- Designed and produced marketing coupons, IRCs, and expedited print materials that contracted agencies could not produce in the time needed
- Accumulated data, organized logistics to report savings created for reports into quarterly presentations to share with procurement team

ACCOLADES

AAFT 2008 - Carolyn Terhune Volunteer of the Year Award

AAFT 2001 - Carolyn Terhune Volunteer of the Year Award

2001 - United Way of Greater Topeka Rising Star Award

1997 Special Judges AAFT Addy Award for Design

Numerous AAA Addy Gold and Silver awards

EXPECTATIONS

- I expect to be available to complete needed work 24/7 365
- Ability to securely work remotely if needed
- Driving commute less than hour
- Salary Expectations: Depends on job tasks

**FOR MORE INFORMATION AND SAMPLES PLEASE VISIT WEBSITE...
BDCOWENLIVE.COM**