**Marc Whisnant**

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**Summary**

I most recently worked over 2 years at a major auto dealership as an Assistant Webmaster where I helped to establish a new social media presence and increase customer retention through the implementation of a customer resolution team. I helped to revise department guidelines and procedures within the internet department to increase efficiency through standardized information and facilitated communication with the senior management team. I’ve also managed a freelance artist business on the side for 8 years, and played a major role in the creation and artistic development of the IOS TCG Lost Portal. I have over 10 years in retail and am highly experienced in customer service.

**Skills/Software**

-Adobe Creative Suite

-Autodesk Maya

-Microsoft Excel / Word

-Blender- Intermediate

-Substance Painter- Intermediate

Work Experience

**Free Lance Artist**  August 2010 - Present

 Creating artwork to fulfill client needs, including advertising, and merchandising.

Worked in conjunction with Brilliant Engine (www.facebook.com/Brilliant Engine) Clients include Raku Games, the bands Helion Prime, City of Stages, Aergia, Ice Giant, etc...

Involved in the artwork and design of the IOS TCG Lost Portal and its expansions

**Kernersville Chrysler Dodge Jeep Ram** February 2016 - May 2018

Assistant Webmaster

 -Inventory database management, data entry, customer resolution, handled social media reviews, Ebay motors product listings, Inventory market analysis, website event/sale graphics and updates, blog entries, vehicle descriptions. photo editing

 -Reviewed reporting practices and instituted revised guidelines across department to improve efficiency and enhance communication with upper management.

 -Produced interactive graph of company wide customer service performance to help track gains and losses as new customer based initiatives were put into place

**Kohl’s Department Store** November 2003 - January 2016

 Cross-trained to serve as needed in the following positions:

 Cash Office Associate

 -Basic accounting software

 -Records keeping

 -Point of sale error correction and tracking

 -Store Deposit Preparations

 Point of Sale Specialist

 -Oversaw point of sale operations.

 -Maintained supply levels

 -Register override key holder

 -Trained new associates and instituted policy updates

 Customer Service Representative

 -Customer Interaction and problem solving

 -Product returns/sales,

 -Money and inventory management

 -Maintained store logs.

 -End of Day procedures.

 -Reviewed store adherence to corporate mandated procedures

 Department Associate

 -Department recovery and signing

 -Merchandising / Stocking,

 -Customer assistance

 Point of Sales Associate

 -Product sales and customer interaction

 -Participated in store upkeep

 -Met daily credit and sales goals

**Education**

 Savannah College of Art and Design Savannah, GA August 2009

 Bachelor of Fine Arts in Animation Minor Visual Effects

 Guilford Technical Community College Jamestown, NC July 2006

 Associates in Applied Science for Advertising and Graphic Design

North Carolina State University Raleigh, NC 2001-2003

 Engineering and General Studies