

# Sydney Szabo

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**Portfolio:** [www.sydneyyszabo.com](http://www.sydneyyszabo.com)

**Company Website:** [www.pillbugstudios.com](http://www.pillbugstudios.com)

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## PROFESSIONAL SUMMARY

A creative and detail-oriented graduate with 5+ years of experience in digital illustration, customer service, concept art, and character design. Seeking a position within a company that will apply my skills in progressive and challenging ways.

## SKILLS SUMMARY

**Software:** Procreate, Autodesk Sketchbook Pro, Adobe, Netsuite, Microsoft, Google Products, Allworx

**Illustration:** Illustration, Background Illustration, Digital Art, Concept Art, Sequential Art, Character Design, Portraits, Zines, Traditional, Papercraft, Jewelry

**Mediums:** Graphite, Ink, Oil Paint, Resin, Clay

## EXPERIENCE

**FactoryMation**, Canton, GA

June 2022 – Present

Customer Service Representative

- Efficiently managed client accounts using Netsuite and Microsoft, ensuring accurate order tracking, quotes, and service troubleshooting.
- Supports multiple clients via phone, live chat, in-person, and email.
- Ensure customers receive an enjoyable and professional experience.
- Over 300 positive client approval ratings for support via live chat.
- Supported over 400 closed sales for Factorization via live chat.

**Freelance Illustrator**, Kennesaw, GA

May 2017 – Present

Illustrator

- Illustrates fantasy character concept art for clients using programs such as Procreate and traditional mediums.
- Retrieved valuable information and guidelines from clients for their projects.
- Adjusted style of art to work with what the client requested.
- Received feedback and made requested changes with ease.
- Delivered designs in a timely fashion to give clients a great experience.

**WalMart**, Kennesaw, GA

July 2021 - June 2022

Personal Shopper

- Responsible for filling and dispensing online orders for customers.
- Located, prepared, and packaged merchandise in a timely fashion.
- Ensured accuracy of orders.
- Identified client complaints and feedback to provide clients with a better experience.

## AWARDS / EXHIBITIONS / ACCOMPLISHMENTS

**Owner of Pillbug Studios** (2023-2024)

**Owner of Fae Found Designs** (2022-2023)

Featured in **New Visions Art Show** at Kennesaw State University (2021)

President & Deans List at Kennesaw State University (2014-2021)

Featured in **Group Exhibition, "Year of Cuba" Orisha Exhibit** at Kennesaw State University (2020)

Featured in **Senior Exhibition** at Kennesaw State University (2020)

Illustrations shown multiple times in the popular **Dungeons and Dragons podcast "Critical Role"** (2020)

Illustrations sold at **Brushes and Bordeaux** at the Decatur Wine Festival, Decatur GA (2019)

Member of National Honors Art Society

## EDUCATION

**Kennesaw State University**, Kennesaw, GA

May 2021

Graduated with Bachelor of Fine Arts: Concentration in Illustration