

Employment History

Preface Social Media

Head of Customer Services

February 2018 - Present

- + eCommerce customer services for high profile brands such as Universal Music Australia, Glasshouse Fragrances and Lyre's Spirits
- + Brand strategy, reporting and training material for clients and team
- + Client liaison and brand guardian building and nurturing client relationships
- + Community management and social media moderator
- + Managing team of 6 agents (national and international staff)

Southern Cross University - Coffs Harbour Student Association

Events and Recreation Assistant

Sept. 2017 - July 2018

- + Events coordination and management
- + Social media management, including content creation
- + In-house graphic designer, looking after the student association's brand
- + Proofing and editing of marketing materials
- + Student support

Revolution Print

Designer, digital printing, sales and customer services

Sept. 2015 - Aug. 2017

- + Graphic designer, specialising in brand identity
- + Client liaison and account manager
- + Sales and up-selling
- + Workflow management and delegation
- + Quality control and offset printing production liaison
- + Digital printing specialist
- + General administration and invoicing

I440 photographic exhibition, NSW state library

Designer and pre-press

2014 & 2015

- + Design for exhibition
- + Liaising with printer, photographers, state library, project manager & coordinators

Sunday Life Magazine

Designer, pre-press and online producer

Jul. 2014 - May 2015

- + Page layout and editorial design
- + Assisting the art director with photographic shoots
- + iPad, mobile and web design and content production
- + Still art direction
- + Extensive photo research
- + Headline writing
- + Quality control and production liaison

Good Weekend Magazine

Designer, pre-press and online producer

Sept. 2013 - Jul. 2014

- + Page layout and editorial design
- + Illustration for articles
- + iPad, mobile and web content production
- + Extensive photo research
- + Infographics, including research

The Sydney Morning Herald and Sun Herald

Visual Journalist

Dec. 2012 - Sept. 2013

- + Page layout and editorial design
- + Illustration for articles
- + iPad, mobile and web design and content production
- + Interactive graphics
- + Infographics, including research
- + Print and web Journalist liaison

The Sydney Morning Herald

Visual Journalist Cadet

Dec. 2011 - Dec. 2012

- + Year-long training with other newspaper and broadcast cadet (trainee) Journalists
- + Illustration for articles
- + Data visualisations, including interactive and print infographics



Workplace Services, Fairfax Media

Audio Visual and Systems Coordinator

Jan. 2008 – Dec. 2011

- + Created and maintained a comprehensive intranet site
- + Created and maintained internal digital communications and web forms
- + Project manager for the Brisbane Times office relocation, organised audio-visual refurbishments and training of staff
- + Facilitated the overhaul of audio-visual equipment at Fairfax Media's head office
- + Administered various computer programs and servers, which my department and company relied on; such as HEAT, space management systems, CABS (room-booking system) and audio-visual-specific web consoles

Technical Skills

- + Adobe Photoshop + Illustrator + Adobe Fireworks + Dreamweaver + Adobe InDesign + Edge + Microsoft Word, Excel, Powerpoint + Genera - Cyberpage + Peoplesoft + SAP + Dolphin accounting software + Zoho CRM + Gorgias + Zendesk + Shopify + BigCommerce + Basic HTML coding



0416 789 030



zinska.design@gmail.com