

# HANNAH SCHUSTER

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munbeibi.com/friesenpress

## Objective

I aim to work and grow with a creative and dedicated team at a company whose values and directives I resonate with. I hope to contribute in a capacity that utilizes and builds upon the unique combination of graphic design, publishing and client service experience I have accrued at my previous positions. Disclaimer: I am obsessed with furry animals and must greet each and every one of them, my trivia skills range depending on the topic, and my favorite food is cheese.

## Qualifications

- An extensive background in client services, project management, and web/print design
- Skilled at building friendly and effective relationships with clients via phone, email and in person
- Extremely self-motivated personally and on behalf of clients; by creating and pitching new marketing techniques, assisting with event coordination, and more, I have helped clients grow their online sales
- Very fluent in a wide variety of online sales systems, marketing hubs, and industries
- With an extensive self-taught background, I am quick to learn new systems
- Able to efficiently work in multiple capacities, and take on new or changed roles as is necessary
- Knowledge in the following: Adobe InDesign, Illustrator, Photoshop; Microsoft Office; several CRM and POS systems, extensive online marketing tools including Hubspot, Sprout Social and Mailchimp; G suite; Keynote; pre-press design; print layout design; Fiery software; industrial Xerox operation; letterpress; hand bookbinding; film and digital photography and processing

## Work Experience

### **Flight Design Co. (Oakland, California)**

Remote Project Manager, Client Services & Jr. Graphic Designer

April 2016 - Present

- Client communication and support, including:
  - Managing project intake and client onboarding, scheduling and maintaining project timelines
  - Data tracking and archiving using CRM and POS software
- Design of branding and marketing materials, including logos, lookbooks, and mailers
- Contribute to marketing and sales via social media account management and sales campaign content creation
- Online shop development and management

### **Photoworks SF (San Francisco, California)**

Press Project Manager, Sr. Graphic Designer, Client Services, Social Media Manager

March 2011 - February 2017

- Designed and hand-produced art books for local artists, galleries and authors in San Francisco
- Managed project intake, client communication and support, and art direction via email, phone and in-person
- Created sales and marketing content distributed via social media and email campaigns
- Managed in-house social media accounts, growing online following to 10K+ within six months
- Pitched and facilitated an internal rebrand, creating a new style guide which included a logo, brand fonts and art direction which we used to implement a new website and online shopping experience

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## Work Experience (cont'd)

### **San Francisco Center for the Book (San Francisco, California)**

Marketing and Customer Service Intern

December 2010 - May 2011

- Antique press printing of in-house promo flyers, and bi-annual artist residency book leaves
- Website updates including class listings, designing hero images, and basic html
- Customer service representative, assisting walk-in customers, email and phone queries
- Through this internship, I was able to create my first art book - a collection of digitally printed photographs of my collection of books, combined with hand-set captions that explained their individual history and contents

## Education

### **Private Lessons in Sapporo, Japan**

Conversational Japanese, 2018

### **Apprenticeship at Nora-Gama Pottery in Furano, Japan**

Traditional Japanese pottery, 2017-2018

### **Apprenticeship at Sora Kobo Pottery in Jozankei, Japan**

Traditional Japanese pottery, 2017-2018

### **City College of San Francisco, California**

Adult education classes including:

Library Sciences, Pottery, Photography, Marketing, 2011-2017

### **San Francisco Center for the Book**

Typesetting, Book Binding and Printmaking, 2011

### **San Francisco State University in San Francisco, California**

Undergraduate courses in Photography, 2008-2009

### **Willits High School in Willits, California**

Graduated with a High School Diploma, 2008

## Interests

Reading (especially literature and poetry); pottery and sculpture (I have a small company called Munbeibi); my dog, Ellie; collecting books; the SF Giants; hand bookbinding; design and lettering; and film photography. Plus, I'm learning the cello, and I sing!

## *Recommendation At-a-Glance*

"If you want something done on time and in a friendly, professional and personable manner, then Hannah is the one. She was quick to get back to any emails I sent, and was a great out-of-the-box thinker. I would definitely hire Hannah again."

**Top Qualities: Great Results, Personable, High Integrity**

**Client: Kyle Birch, Hilton Events**

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*January 15, 2019*

*FriesenPress  
990 Fort St.  
Victoria, B.C.  
V8V 3K2*

Dear FriesenPress Team,

I recently relocated to Victoria from San Francisco, and I was so excited to discover that you have an opening for Project Manager! With over seven years of experience delivering innovative design and service solutions for clients across a range of creative industries, I believe I would make a unique and valuable addition to your team. I would be absolutely thrilled to be considered for the available position in a company that aligns so closely with my values and interests, especially one that not only helps create books, but also appreciates dogs and music!

In my current role as remote Project Manager and Jr. Graphic Designer for a boutique design firm based in California, I handle our client communication and support via email and phone, as well as the design of branding and marketing materials for our customers. Additionally, in my previous position as Senior Graphic Designer and Press Project Manager at a photo lab in San Francisco, I was the primary point of contact for our design clients from a range of creative industries in the area. I handled not only project management, but also design and production of client's art and text-based books, and subsequent marketing projects.

I am extremely motivated on behalf of my customers, and I very much enjoy contributing to their success. For example, I helped create the design, and produced the original hand-bound version, of *Pop Charts: 100 Iconic Song Lyrics Visualized*, an art book by Katrina McHugh. I also planned and co-hosted the initial release party at a gallery in San Francisco. The book has now been republished by Harper Collins, and I've assisted with marketing and online shop management of prints from the book. It's been a wonderful experience to work with Katrina through this process, and I would love to apply my passion for helping clients achieve their goals to FriesenPress' authors.

I would be so gratified to provide thoughtful client support in an industry that I have such a strong connection to, and I look forward to discussing with your team how I could be an asset to FriesenPress. Thank you so much for your time and consideration!

*Warmly,  
Hannah Schuster*