

MINA JESURUM

GENERAL FABRICATION PRODUCTION ASSISTANT

CONTACT

786 - 690 -0216

Mijesurum@gmail.com

<https://minajesurum.journoportfolio.com>

SKILLS

Design + Editing Programs:

Adobe Suites (Illustrator, InDesign , Sketch , Photoshop AdobeXD) Canva , CapCut , ClipStudio , Figma , Blender Cura , SketchUp , TinkerCad , Procreate, Vectornator Origami Studio , INvision, Audacity , After Effects

Languages:

Bilingual; fluent in both conversational and written English + Spanish. HTML/CSS , SQL , Python ; Medical and technical terminology

Virtual conference applications:

Zoom, Slack, Dropbox, P-Cloud, Microsoft Teams + Skype

Productivity and E-Commerce Programs:

Google Suites Workplace + Google Analytics , Google Forms , Tableau , Survey Monkey , Shopify , SELLY , Microsoft 365 (Word , Excel , PowerPoint , Publisher , Outlook , OneDrive , PowerBI , Sharepoint , OneNote)

Customer Relationship Management (CRM + LMS):

Salesforce , SAP , Zendesk, Oracle , Agile , Medtrac , 8x8 Meridian , Spirit , Bomgar

EDUCATION

UX Design Certification (2023)

Google Certificate Program, Coursera

(BA) Bachelor of Arts in Natural & Applied Sciences (2019)

Florida International University, Miami, FL

MAR 4733 Digital Marketing

MAR 4503 Consumer Behavior

(AA) Associate of Arts in Biology (2017)

Miami Dade College, Miami, FL

(HS) Design and Architecture Senior High (2015)

Visual Communications Program, Miami FL

Precollege Program Scholarship Recipient (2014)

School of Visual Art , New York, NY

PROFILE

Based in Kansas City, MO

10+ years of experience within artisanal multimedia, specializing in fiber arts. Adaptable, quick-learning, efficient, and hardworking set of hands that can both design and craft anything imaginable to life.

WORK EXPERIENCE

Production Assistant

Effing Candles Co. + Melty/ Kansas City

September 2023 - Present

- Fulfill digital customer transactions through Shopify. Picking, packing, palletizing local pickups, wholesale orders, and shipped deliveries without product damage on glassware. Clerical retail customer service extended for onsite sales and upselling services extending product information, recommendation, troubleshooting, and care instructions.
- Mass product pre-production, development, and packaging construction for finalized product to be purchase ready for Q4 inventory stock of 20,000 units.

Field Service Regional Coordinator

Cepheid / Sunnyvale CA [Remote Position]

June 2021 - September 2023

- Investigate transactions incorrectly processed to determine root-cause and implement cross-functional preventive action with Technical Support, Sales, Shipment Warehouses, and Field-Service.
- Manage 50-80 daily Work Orders and their respective documentation on SAP to a team of 12 Field Service Engineers across the United States lakes region (12 states) consistently above target 95% same-day dispatch metrics. Generating Quotes, processing + tracking Purchase Orders for Billable Services.
- Request, update, and track all 200+ company products' stock locations for individual shipment en route to customer accounts, Field Service Engineers, and Research Development for additional investigation.

Art and Design Fabricator

Freelance

May 2015 - Present

- Design, develop, and deliver art pieces to clients according to specifications for home décor, personal collections, commercial use, public exhibition, and celebrations.
- General fabrication including; traditional mixed-media paintings + murals, sculptures, silicone mold-making, ceramics, digital graphics, book-binding and cover art, printmaking, 3D rendering and printing, applied decorative art (mosaic, cake artistry, beadwork, scherenschnitte, paper mâché , sewing, fiber and textile arts).

*References available upon request