JAMES A. GANDY

A creative enthusiast with a passion for seamless user experiences and pixel-perfect designs

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EXPERIENCE

Technical Expert

Apple   12/2020 - Ongoing   Los Angeles, CA

- Troubleshoot software, diagnose, and perform repairs on mobile devices (Apple Certified Repair Technician)
- Educate, mentor, and enhance the knowledge of Technical Specialists to further the productivity and effectiveness of the team
- Strategically create ways to enhance the customer journey through presenting educational opportunities during in-store "Download" meetings (Downloads are store meetings held at the start of all employee shifts)

Designer

The Gandy Agency LLC.   07/2015 - Ongoing   Pittsburgh, PA

A creative service agency specializing in graphic design and branding services

- Consult with clients to create materials for their businesses such as website/logo design, social media content, photography/videography, etc. (Serviced over 100+ clients)
- Creating custom merchandise for clients through designing mock-ups and obtaining samples from global manufacturers in China & Pakistan
- Working knowledge of HTML/CSS practices

Web Designer

Apple   02/2021 - 06/2021   Remote

- Contributed design assets including, but not limited to: iOS/Web high fidelity prototypes, iconography, image tiles, etc
- Collaborated cross-functionally with content producers & engineers to make sure designs are prepared for localization
- Designed multiple People site landing pages including: Performance Reviews, People Solutions Program, PBP Hub & EPP Dashboard (iOS/Web)
- Located stock images/internal images to resize and export in the correct format to be displayed via People site tiles & announcement carousels

Technical Specialist

Apple   10/2016 - 12/2020   Pittsburgh, PA

- Created excitement around Apple products by educating customers about technology, showcasing features, and probing to uncover the customer's needs
- Served as a resource for small to medium business owners, by connecting them with Apple business resources to optimize their business workflow when choosing Apple products to power their work day (Contributed to $60K in business revenue in 2017)
- Ran diagnostics to initiate repairs for customer devices

Graphic Design Intern

University of Pittsburgh   05/2019 - 12/2019   Pittsburgh, PA

- Designed print materials, flyers, student organization logos & other digital assets that were broadcasted across campus (30K+ student body)
- Contributed to the university-wide rebrand through enforcing the implementation of updated design guidelines for past marketing materials and new
- Responsible for keeping track of design intake forms submitted by student organizations
- Developed multi-layered marketing campaigns to promote programs/events across campus and via social media platforms
- Managed the marketing/communication shared drive which stored 100+ student organization folders and maintained consistency among file names & locations

CERTIFICATIONS

User Experience Design Certificate

Cornell University (2022)

Digital Media Certificate

University of Pittsburgh (2019)

SKILLS

Adobe Creative Cloud • **Sketch** • **InVision** • **Graphic Design** • **Figma** • **UX/UI Design** • **Prototyping** • **Premiere Pro** • **Final Cut Pro X** • **Videography** • **Photography** • **Wireframing** • **Keynote**

EDUCATION

Bachelor of Arts: Professional Communications - Digital Media

University of Pittsburgh

08/2016 - 12/2019

- **Recipient of the "Success & Determination" Scholarship:** The "Success and Determination" scholarship is awarded to a student who demonstrates the ability to overcome life's obstacles in order to obtain his/her education
- **Recipient of the "Alice Wroblewski" Scholarship:** Annual award for an Allegheny County, Pennsylvania resident who is a college junior or senior attending the University of Pittsburgh School of General Studies who earned a GPA above a "B" average