

# Johnathan Kohlhepp

## Professional Experience

**Complete Wireless, Verizon Wireless** —  
Butler/Saxonburg, PA  
*Sales Representative*, August 2017 to Present

- Assisted every customer from beginning to the close of a sale
- Recommend products and services that will best help the customer
- Identified and resolved a variety of technical issues and questions
- Resolved all customer complaints in a professional manner
- Fostered a positive work environment by consistently treating all employees and customers with respect

**Media Project Management** —SRU  
*Media Project Manager*, January 2017 to May 2017

- Led and managed a class of my peers as a mock design firm
- Collaborated with three clients to produce quality deliverables
- Held weekly meetings discussing current progress and future work

**OfficeMax** —Cranberry, PA  
*Copy and Print Center Sales Associate*,  
September 2013 to August 2017

- Utilized knowledge of the print process
- Assisted customers with print orders including printing, laminating, and binding
- Handled all customer relations issues in a gracious manner and in accordance with company policies
- Evaluated and responded to incoming sales leads and requests for technical support assistance
- Identified and resolved complex technical issues with a variety of diagnostic tools

## Education

**Slippery Rock University**  
Slippery Rock, PA  
*Bachelor of Science in Communication-Digital Media Production*  
*Minor in Information Technology*  
Graduation date: May 2017

## Internship

**Iron Mountain Digital Studios** —Boyers, PA  
*Commercial Audio/Video Intern*, May 2016 to June 2016

- Daily upkeep of studio common areas and individual studio labs, includes handling of vintage and delicate audio/video equipment
- Assisted Engineers and Specialists with various commercial projects in all departments
- Handled priceless assets from high profile clients in the entertainment industry to maintain chain of custody
- Assisted in the preservation of assets from clients such as Sony, Universal Music Group, Warner Brothers, and many more

## Contact Me

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## Technical Skills



### Software:

-  Adobe Photoshop
-  Adobe Illustrator
-  Adobe InDesign
-  Adobe Dreamweaver
-  Adobe Premiere
-  Office 365

### Programming:

-  Computer Repair
-  HTML5
-  CSS3
-  JavaScript
-  C++
-  Java

### Design:

- Sketching
- Typography
- Logo
- Photo Retouch
- Publication
- Printing Process

## Organizations



**St. Jude Up 'til 2** —*Marketing Chair*,  
August 2016 to May 2017

- Create, publish, and distribute all marketing publications for the on-campus organization to raise awareness to our cause and the mission of St. Jude Children's Research Hospital

**St. Jude Up 'til Dawn** —*Social Media Chair*,  
August 2015 to May 2016

- Shared, promoted, and engaged with the Slippery Rock University student body utilizing multiple social media accounts

**First-Year Leadership Scholar Program**,  
October 2014 to May 2015

- An exclusive leadership program for first year students
- Explored leadership characteristics such as diversity, ethics and values, group dynamics, communication, and conflict resolution

## References



**Jesse Cleary** —OfficeMax  
*Former Assistant Manager*  
(412)225-0347

**Dr. Douglas Strahler** —SRU  
*Assistant Professor*  
(724)738-2566  
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**Donald Drew** —OfficeMax  
*Former Operations Manager*  
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