

ELIZABETH O'GARA

ELIZABETH.R.OGARA@GMAIL.COM | 360.473.7893

EDUCATION

Missouri State University

Bachelor's of Fine Arts in Graphic Design and minor in Art History

Cumulative GPA: 3.77

Olympic College

Associate's of Technical Arts in Digital Media Arts

Cumulative GPA: 3.84

EXPERIENCE

OMNI Operations Manager | Macy's Inc.

August 2022 to present

Driving sales and profit by leading and developing strategies for OMNI initiatives. Leading a team of colleagues who are responsible for all activities from receipt of product to ensuring the product is floor ready for customer purchase to final disposition of product. These activities include product movement logistics, back of house processes and fulfillment.

Omni Support Captain | Macy's Inc.

August 2019 to August 2022

(Formerly called "Retail Fulfillment Lead.") Same duties as former Fulfillment Captain position as well as overseeing all fulfillment and in-store pickup functions to ensure tasks are expedited and completed, ensuring all procedures, policies, and standards are understood and followed by colleagues and monitoring resources and flexing based on customer traffic patterns

Fulfillment Captain | Macy's Inc.

March 2018 to August 2019

Finding and collecting merchandise, monitoring performance of floor and support associates, preparing and packing orders using company best practice guidelines, creating appropriate labels via computer-based shipment system, ensuring smooth pickup process with various shipping companies

On-Call Web and Graphic Designer | Vietnam Veterans of America - Chapter 223

June 2017 to April 2021

Overhauled the entire website for VVA Chapter 223 and acted as webmaster, adding blog posts and keeping the events calendar current.

Fine Jewelry and Watch Consultant | Macy's Inc.

July 2017 to March 2018

Operating POS system, assisting and interacting with customers, adjusting watches, placing orders, handling money, keeping department orderly and clean.

Sales Consultant | Sunglass Hut (Luxottica Inc.)

March 2017 to July 2017

Operating POS system, assisting and interacting with customers, product knowledge, keeping store and product neat and orderly

Marketing Projects Coordinator | Visit Kitsap Peninsula

January 2017 to February 2017

Social media updates, graphic design, marketing outreach, website content management



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EXPERIENCE (CONT.)

Sales Associate/Watch Specialist | **Macy's Inc.**

June 2014 to January 2017

Operating POS system, assisting and interacting with customers, adjusting watches, placing orders, handling money, keeping department orderly and clean.

Text Layout | **Moon City Press**

November 2013 to March 2016

Preparing a novel for print by setting it in Adobe InDesign and fixing typographic errors.

Freelance Graphic Design | **Launch Consulting**

July 2014 to April 2015

Converting files from static images to vector in a unified, detail-oriented manner, keeping to a timeline, working on a team. Project was part of a contract with Expedia.

Volunteer Graphic Design | **Springfield Contemporary Theatre**

February 2014 to April 2015

Preparing a new website, designing front-of-house banners, creating posters and promotional materials for the 2014 – 2015 season.

Publicity Director | **Missouri State University Spectrum**

May 2012 to May 2013

Promoting Spectrum and their events through organized promotions including chalk advertisements, posters, flyers, and social media pages.

AWARDS, EXHIBITIONS, & DEVELOPEMENT

Penn Foster Corporate Training

- Microsoft Excel Certificate of Completion

Macy's, Inc.

- High-Potential Captain Development

Program Summer 2022

- People Leader of the Month

- Colleague of the Month

Missouri State University

- Dean's List: Fall 2011 through Fall 2013

- Foundations Exhibition Spring 2012

- Design + Image Exhibition Fall 2012

- Phi Eta Sigma Honor Society

- Senior Exhibition 2014

Olympic College

- President's List: Fall 2009, Spring, Summer, and Fall 2010, Spring 2011

- Dean's List: Winter 2010 and 2011

PROFESSIONAL SKILLS

Adobe Creative Suite

Microsoft Office Suite

Marketing

Graphic Production

Web Design

Typography

Photography

Video and Sound Editing

Leadership

Teamwork

Organization

Time Management

Critical Thinking

Customer Service

Research

Dependability

Problem-Solving

Public speaking

