

Philadelphia, PA 19127  
(215)688-1670  
SAMANTHA.M.NICOLO@GMAIL.COM

# Samantha Nicolo

---

## SKILLS

Proficient in Adobe Creative Suite, Proactive & creative problem solver, Knowledge of Google Workspace, Microsoft, Vetter's DaySmart & CWA Merchant Services System, Excellent communication skills, Highly detailed organization skills

## EXPERIENCE

### **Rox Falls Vet, Roxborough, PA** – *Customer Services Supervisor*

Nov 2022 – Mar 2024

- Provided & maintained a smooth, productive direction to the customer service staff
- Handled an influx of emergency & wellness appointments alongside in-person clients & their pets
- Counsel clients through pet trauma & end of life services
- Maintain good relations with clients in person & virtually
- Provided solutions for individual situations & prioritize customers' needs

### **KDN Associates, Horsham, PA** – *Marketing Manager*

June 2020 – Nov 2022

- Created all company branding in both print & digital formats
- Coordinated & scheduled all corporate events
- Liaison between owner & sales team for day-to-day activities

### **Smartlite USA, Boca Raton, FL** – *Graphic Designer*

March 2017 – March 2020

- Execute designs from concept to finish with multiple rounds of approvals and edits
- Manage multiple projects simultaneously while meeting deadlines
- Strategize and collaborate with creative team and clients

### **Regal Entertainment Group, Horsham, PA & Boca Raton, FL** – *Associate Manager*

2009 – 2012, 2013 – 2016

## EDUCATION

### **Digital Media Arts College** – *BFA Graphic Design*

2012 – 2016, Boca Raton, FL