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# KIMBERLY R. RUX

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## MULTIDISCIPLINARY DESIGNER

### PROFILE

Versatile professional with a background in IT and operations, now advancing expertise in digital arts through coursework toward an associate's degree in Digital Arts Technology with a focus on screen and print graphics. Skilled in process improvement, customer support, and team management, with experience in graphic design principles applied to digital and print media. Known for a strong organizational sense and a clear communication style, complemented by hands-on knowledge of digital design tools. Eager to merge technical know-how with creative vision to deliver impactful visual solutions.

### EXPERIENCE

#### *OPERATIONS ADMINISTRATOR, SOUTHRIDGE TECHNOLOGY, BROOKFIELD CT – 2022-PRESENT*

- **Developed and implemented streamlined ticketing processes**, increasing technician efficiency and improving client response times.
- **Managed scheduling for on-site and remote technical support**, optimizing resource allocation to meet client needs.
- **Oversaw inventory management**, ensuring timely ordering and availability of essential equipment and supplies for team operations.
- **Served as a primary point of contact for client inquiries and service calls**, maintaining high standards of professionalism and client satisfaction.
- **Coordinated and supported technician training** on new systems and software, enhancing service quality and compliance with best practices.
- **Created and maintained detailed documentation**, including call notes, policies, and processes, as well as a comprehensive office binder for quick reference.
- **Fostered positive team morale** through effective communication and support, aiding in employee retention and engagement.

#### *MARKETING DIRECTOR, SOUTHRIDGE TECHNOLOGY, BROOKFIELD CT – 2022-2024*

- **Developed and executed comprehensive marketing strategies** across digital, print, and social media channels.
- **Oversaw content creation** for campaigns to produce high-quality visuals, blog posts, and social media content aligned with brand aesthetics.

- **Analyzed market trends** and competitor strategies to identify opportunities.
- **Managed social media accounts**
- **Led rebranding initiatives** that updated brand guidelines, refreshed visual identity, and created consistency across all touchpoints.
- **Collaborated with sales and business development teams** to align marketing campaigns with new product launches.
- **Conducted regular performance analysis** using tools like Google Analytics.

*TECHNICAL ACCOUNT MANAGER, SOUTHRIDGE TECHNOLOGY, BROOKFIELD CT – 2020-2022*

- **Maintained strong client relationships** and ensured a positive customer experience across managed accounts.
- **Oversaw an IT environment with 300+ users** and managed 10 Windows Server 2019 servers to ensure smooth operations and system reliability.
- **Led successful cloud migration** from an on-premise file server, enhancing accessibility and data security.
- **Implemented Azure Active Directory** integration with on-premise Active Directory, streamlining identity management across platforms.
- **Administered Office 365 email tenant** and managed a variety of license types to meet client needs and optimize user productivity.
- **Developed and presented annual budgets for client accounts**, outlining projected costs and recommendations for optimized IT spending to support strategic goals.
- **Provided 24/7 on-call support** for managed accounts, ensuring quick issue resolution and minimal downtime.

*REMOTE SUPPORT SPECIALIST, SOUTHRIDGE TECHNOLOGY, BROOKFIELD CT – 2018-2022*

- **Served as the primary point of contact** for help desk services, diagnosing, troubleshooting, and resolving support tickets through on-site visits, remote access, phone, and email.
- **Delivered daily technical support** for email issues, network connectivity, peripheral devices, and system maintenance, ensuring consistent functionality.
- **Performed research and diagnostics** to investigate and resolve hardware and software issues efficiently.
- **Provided prompt, professional first-line support** to end-users, ensuring timely and accurate issue resolution.

### ASSOCIATE, DAVIS IGA – 2012-2018

- **Created and maintained weekly advertisements** and regularly updated the website to enhance user experience and engagement.
- **Ensured high customer satisfaction** by delivering exceptional customer service and addressing client needs promptly.
- **Managed and balanced cash drawer**, maintaining accuracy and accountability in daily transactions.

### EDUCATION

NAUGATUCK VALLEY COMMUNITY COLLEGE – **DIGITAL ARTS TECHNOLOGY A.S.**, 2026

NAUGATUCK VALLEY COMMUNITY COLLEGE – **DIGITAL ARTS FOR PRINT & SCREEN CERTIFICATE**, 2026

NAUGATUCK VALLEY COMMUNITY COLLEGE – **COMPUTER INFORMATION SYSTEMS A.S.**, 2018

NAUGATUCK VALLEY COMMUNITY COLLEGE – **MANAGEMENT INFORMATION SYSTEMS CERTIFICATE**, 2018

GOOGLE – **FOUNDATIONS OF USER EXPERIENCE (UX) DESIGN CERTIFICATION**, 2023

COURSERA – **MARKETING ANALYTICS FOUNDATION CERTIFICATION**, 2022

COURSERA – **INTRODUCTION TO MARKETING ANALYTICS CERTIFICATION**, 2022

### SKILLS

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| • <b>Adobe Creative Suite</b><br>(Photoshop, Illustrator, InDesign)           | • <b>Inventory and Resource Management</b>   | • <b>Time Management</b> (task prioritization, handling high-volume requests)            |
| • <b>Graphic Design Principles</b><br>(composition, color theory, typography) | • <b>Client Relations</b> (clear, professional communication, conflict resolution) | • <b>Digital and Print Media</b> (design for screen, print, and multimedia applications) |
| • <b>Aesthetic Sensibility</b> (branding, layout design, visual consistency)  | • <b>Team Coordination and Scheduling</b> (technical support, remote and on-site)  | • <b>Mentoring and Training</b> (supporting team development and growth)                 |
| • <b>Process Optimization</b> (workflow efficiency, ticketing systems)        | • <b>Documentation and Organization</b> (policy creation, procedural guidelines)   |  |

### ACHIEVEMENTS

- **Designed and developed multiple video games** for game jams, showcasing skills in storytelling, gameplay mechanics, and graphic design with a focus on immersive user experiences and received positive feedback.
- **Created a diverse portfolio of digital artwork**, demonstrating a strong understanding of aesthetics, color theory, and visual composition across various mediums.