

# JOYCE SWOPE

## DETAILS

### ADDRESS

1914 Main St, D4  
Pittsburgh, 15215

### PHONE

412-760-3110

### EMAIL

joyceswopearts@gmail.com

## SKILLS

C#, Ruby, HTML, CSS, JS,  
React, Rails, MVC, SQL, API,  
.NET, TDD, OOP, LWC, Git

Microsoft Office Suite

Excellent Customer Service

Strong Interpersonal  
Communication Skills

Leadership and Teamwork

Multitasking Skills

Problem Solving Skills

## EMPLOYMENT HISTORY

### Teaching Assistant, Academy Pittsburgh

Apr 2022 — Jun 2022

- Assisted instructor in daily record keeping of student participation
- Saved and cataloged live Twitch streams of lectures for future viewing
- Provided one on one TA hours to assist students with difficult concepts
- Assisted students during collaborative group work
- Checked in weekly with students to see how they were doing

### Owner, Etna Print Circus

Feb 2017 — Present

- Create unique t-shirt designs to sell on Etna Print Circus website
- Consults with custom print clients for best print package to suit their needs
- Design unique artwork or use client's existing artwork to create art files that are print ready
- Operate manual screen print press and other equipment in printing process
- Manage site orders, shipping and inventory using Big Cartel
- Attend vendor fairs throughout the year in Pittsburgh area

### Store Consultant, FedEx Office (North Fayette)

Dec 2014 — Apr 2020

- Detail oriented customer consultation on wide variety of print and shipping needs
- Evening production lead consultant responsible for managing email orders and production pipeline
- Mastered proprietary software to digitally prepare customer files
- Assembled customer projects from start to finish, including but not limited to assisting customers with file transfers, printing and binding presentations, providing mail merge and postage for bulk mailing, shredding service, and scanning original documents
- Worked as a liaison between customer and in house design studio for custom document layouts and logos
- Collaborated with other FedEx Office stores on large scale projects

## **Manager and Artist, Life's a Beach USA**

May 2006 — Sep 2015

- Trained and managed teams of artists in 10 amusement parks throughout the Northeast for artistic services vendor company
- Team leader in very fast-paced work environments
- Tracked and reported payroll
- Managed inventory and made supply orders
- Provided art-based products of outstanding quality
- Designed booth signage and social media ads

## **Manager, Get Inked**

Sep 2008 — Feb 2014

- Managed clothing store and adjacent tattoo/piercing shop
- Provided outstanding customer service
- Worked with owner to design store signage, print and social media ads
- Kept tattoo shop clean and sanitary
- Managed inventory for tattoo shop and made supply orders
- Curated artwork displayed in both shops by networking with local artists

## **PROJECTS**

### **ACADEMY PGH CAPSTONE PROJECT: Eden's Farm**

Development of automated text message software. Front-end team, developed UI using HTML, CSS, JS with Ruby on Rails.

### **WPLCA**

Full redesign of website for Western PA Lactation Consultant Association. Included added functions and transfer of web hosting to SquareSpace.

## **EDUCATION**

### **Academy Pittsburgh**

Sep 2021 — Dec 2021

Full-stack developer bootcamp. Accelerated curriculum in multiple languages, frameworks, and client project.

### **Bachelor of Science, Media Arts and Animation, Art Institute of Pittsburgh**

Oct 2002 — Mar 2006