

NIA HOGARTH

An ambitious, determined and career minded individual with the confidence and experience to communicate with people of all levels. Nia is a highly motivated individual with experience of working with clients to build brand identities, logo design, marketing design and social media marketing.

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EXPERIENCE

February 2018 - Current Date

Nia Sian Design

FREELANCE DESIGNER

- Managing projects from the point where clients make first contact right through to delivery of the product with post project customer care and advice as and when needed.
- Managing social media accounts for myself and for clients, ensuring timely and effective social media marketing, so as to increase turnover for the client and bring in customers for myself.
- Designing logos and creating brand systems that work for a client and their brief so as to put their product or service at the forefront of their niche industry.
- Managing all social media and website design for my brand.
- As a freelance designer, I have worked on a few different projects for small businesses and some larger projects. Most notable of my work to date is the branding and logo design work for Ysgol Cybi in Holyhead & Ysgol Santes Dwynwen in Newborough, Anglesey.

September 2016 - January 2018

Isle of Anglesey County Council

GRAPHIC DESIGNER AND DIGITAL MARKETING OFFICER

- Managing graphic design projects for the council; taking them from initial brief through to completion and delivery.
- Managing and monitoring the design, production and use of all promotional materials to ensure consistency such as logos, fonts and colours in line with the County Council's design guidelines.
- Working with Service Managers to identify and develop opportunities for promotion and marketing of the Service through their team work programmes.
- Producing creative and high quality graphic design and digital marketing for the service.
- Ensure full compliance with all relevant County Council policies and procedures (e.g. EU Procurement and the Council's Financial Regulations; Data Protection Act; Freedom of Information; Equalities Act 2010; Welsh Language Standards).

March 2010 - February 2012

William Hill, Plc, Holyhead.

CASHIER AT WILLIAM HILL

- Welcoming customers and visitors into the shop
- Handling cash quickly, accurately and responsibly
- Promoting products and services
- Providing a friendly and efficient service so as to encourage repeat business
- Talk to customers with a view to identifying opportunities to promote profitable turnover
- Deal with customer complaints and comments in such a way as to enhance customer loyalty, resolving as many as possible in the shop
- Maintain customer service throughout the shop according to Divisional standards

December 2007 - January 2009

Informa Life Sciences, London.

CUSTOMER SERVICE EXECUTIVE

- Utilise SAP/Genesys to resolve customer requests
- Taking customer calls
- Handle all correspondence concerned with orders
- Accurately recording all relevant information provided by customers
- Process customer orders/quotes quickly and accurately, ensuring appropriate margins are achieved
- Responsible for escalating queries to business liaison executive where appropriate
- Building strong working relationships with clients, customers and team.
- Respond to customer requests in a timely manner and high quality.
- Channel feedback from customers through to correct departments
- Other Ad hoc duties

EDUCATION

2013-2016

Bangor University

BSC DESIGN AND TECHNOLOGY

- Graduated with a 2:1 classification
- Degree focussed on Design and Technology education with 3 school placements.
- Undertook design projects as part of the degree, following the Bangor Design Process (project topics as follows)
 - Design communication
 - Product design
 - Textiles design
 - Electronics & Materials Science
 - Jewellery Design
- 3 School placements as a student teacher in Design and Technology
 - Year 1 - Ysgol Syr Huw Owen, Caernarfon
 - Year 2 & 3 - Ysgol Uwchradd Caergybi

February 2016 - March 2016

Enterprise by Design at Pontio

STUDENT

- 8 week multidisciplinary design challenge for students of Bangor University who took part. I was one of the students who took part in this challenge and was part of a team including and engineering student, a psychology student and a business studies student. Working collaboratively to solve issues related to user experiences of the high street using design thinking and design processes.

October 2012 - February 2013

The Open University

STUDENT

- U101 Design Thinking and Creativity in the 21st Century
- Online distance learning – Module for which I gained an overall 1st class grade. I decided to then pursue the full time design degree at Bangor University.

2007-2009

Brooklands College, Weybridge, Surrey.

HNC ART & GRAPHIC DESIGN

- Graduated with a Merit
- Qualification focussed on logo design, branding, colour theory, advanced typographic design, visual communication, and history of graphic design.

2001 - 2006

Prifysgol Cymru, Bangor University

DIPLOMA IN ADULT NURSING

- 2 years Nursing diploma completed - Awarded a diploma in Health Care with Merit
- Unable to finish the course at the time due to mother having breast cancer, which is why the dates are rather spaced out.

1999 - 2001

Ysgol Syr Thomas Jones, Amlwch, Anglesey.

GNVQ ADVANCED IN HEALTH AND SOCIAL CARE

- Graduated with Merit

1994 - 1999

Ysgol Syr Thomas Jones, Amlwch, Anglesey

GCSE'S

- English - D
- English S&L - C
- Welsh - C
- Welsh S&L - C
- History - E
- French - C
- Religious Studies - E
- Science Double Award - D
- Mathematics - E
- Information Technology - D

PERSONAL SKILLS

Through being employed and self employed in both design and customer service related roles, Nia has developed a wealth of expertise and experience. The following skill sets and attributes are what Nia has to offer:

- Flexible approach to customer service, always putting the client first through thoughtful discussion and empathy
- Time management and planning skills: able to plan far in advance, whilst accounting for all the details that make up the whole in a project
- Highly creative with extensive experience and interest in multimedia, marketing and print design.
- Passionate and inventive creator of innovative marketing strategies and campaigns.
- Accustomed to performing in deadline driven environments.

TECHNICAL SKILLS

Microsoft Office - Word



Microsoft Office - Excel



Adobe Photoshop



Adobe Illustrator



Adobe InDesign



Adobe Premier Pro



REFERENCES

DEWI ROWLANDS / Prifysgol Cymru, Bangor / Course director /
d.r.rowlands@bangor.ac.uk

CHRISTIAN BRANCH / Isle of Anglesey County Council / Service
Manager, Economic Development / ChristianBranch@anglesey.gov.uk