

# Lise Lotte Björck

## CUSTOMER RELATIONS

[lbjorck97@gmail.com](mailto:lbjorck97@gmail.com) • Providence, RI 02909 • 805-709-4490 •  
<https://www.linkedin.com/in/bonafidegraphicdesign/>

### Career Qualifications:

Service-minded professional with 10+ years of experience in the graphic design. Advised and delivered successful results to clients and customers from a wide range of industries. Proven ability to effectively communicate with and provide services for clients.

### Skills / Strengths

- Client Relationship Management: Adept at defining goals, addressing concerns, establishing connections and good rapport through effective communication. Individualization.
- Team Collaboration: Innately sensitive in identifying and encouraging strengths in others, demonstrating support and cooperation. Approachable and productive. Relator.
- Strategic solutions: Participation in actively improving processes and methods. Optimist.
- Digital Literacy, using dual screens; using PC, Microsoft and Apple Computers. A philomath.
- Languages: Conversant in Spanish, French, Swedish and Danish. Connectedness.

### Experience

#### **Graphic Arts/Proprietor** Lotte.Design and Betula Productions **California/Rhode Island, 1993 – 2022**

Engaged with individuals, large and small businesses offering graphic arts services. Delivered briefs once clarifying goals, needs, and budgets. Managed and designed websites and media using organic SEO methods, applying keywords and content analysis, improving search results. Collaborated with professionals and other creatives as needed. Established lasting relationships with vendors and industry professionals.

#### **Inn Keeper** Baywood Inn **Los Osos, CA, 2019– 2020**

Delivered exceptional guest services, managed reservation database, provided daily staff service orientation, supervised staff.

#### **Customer Service | Graphic Designer** Colorcraft Printing **Atasadero, CA, 2017 – 2018**

Assisted customers with graphic design requests, ensuring quality and maximum efficiency. Answered customers questions and offered solutions. Assessed and rebuilt client files in preparation for print processes. Continued delivery of monthly newsletter, remotely.

#### **Production Manager | Sculptor** Posson Sculpture **Atascadero, CA, 2001 – 2014**

Assisted client/partner manage and meet deadlines, established rapport with customers worldwide coordinated presentations and communications. Administered graphic design services.

### Education

#### **Northern Rhode Island Career Academy,** **Woonsocket, RI, Sept – Dec 2022**

Workforce development program funded by Department of Labor & Training

**Certifications:** Customer Service, Banking, Call Center, Sales, Digital Literacy, SIE fundamentals

**Northstar Certifications:** Word, Excel, PowerPoint

**Art Center College of Design, Pasadena, CA**  
Bachelor of Arts in Graphic Design and Illustration

**Pierce College, Woodland Hills, CA**  
Associate of Arts with focus on communication, graphic arts and music.