

Angela Metzger

GRAPHIC DESIGNER

Fueled by coffee and an endless curiosity, I have a habit of falling down skill rabbit holes—because why not master one more thing? Whether it's baking the perfect pastry, mastering a new craft, or obsessing over a new book, I never do anything halfway. My Type A brain thrives on a challenge, my bookworm heart loves getting lost in stories, and my caffeine addiction keeps it all running. Life is too short for dull colors, boring routines, or untested recipes, and luckily, my two cats are always around to supervise my latest endeavor.

EMPLOYMENT HISTORY

Retail Sales Associate | MOD GEN, Milwaukee, WI

JULY 2023 — AUGUST 2024

- Assisted customers in selecting products that balanced style and function within their spaces.
- Curated engaging displays using composition and creative styling.
- Educated customers on product benefits and care.
- Maintained an inviting and organized retail environment by blending design expertise and customer service.

Supervisor | Harbor Freight Tools USA, Waukesha, WI

JULY 2022 — JUNE 2023

- Balanced visual hierarchy and customer interaction strategies to create a compelling retail environment.
- Improved organization, workflow, and product presentation through strategic problem-solving.
- Coached employees on sales, merchandising, and customer service skills.
- Ensured inventory accuracy and coordinated operations.

Billing Customer Service Representative | Spectrum, Fond du Lac, WI

JUNE 2021 — JULY 2022

- Simplified complex billing issues into clear, user-friendly solutions.
- Adapted to customer needs and collaborated with multiple departments to quickly resolve customer problems.
- Streamlined customer interactions for efficient, positive experiences.

Store Associate | ALDI, Hartford, WI

AUGUST 2020 — JUNE 2021

- Maintained organized, visually appealing product displays.
- Balanced customer service with operational tasks.
- Addressed challenges creatively to improve customer satisfaction.
- Optimized layout and product placement for a more efficient shopping experience.

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EDUCATION

AAS in Graphic Design |

Milwaukee Area Technical

College, Milwaukee, WI

SEPTEMBER 2021 — MAY 2025

GPA: 3.9279

HONORS & AWARDS

Dean's & President's List | MATC

2021-2024

Marian Drake-Breskvar

Scholarship | MATC

2023-2024

Ernst Schnook AFT Local 212

Scholarship | MATC

2024-2025

SKILLS

Creative Problem Solving

Branding & Identity

Project Planning

Communication

Issue Resolution

Teamwork

Attention to Detail

Time Management

Leadership

Customer Service

Adobe InDesign

Adobe Illustrator

Adobe Photoshop

Adobe After Effects