

Ricardo P Martins

Montreal QC
(514) 706-7537
rmartins@gmail.com

Graphic designer, GSuite specialist, writer. | www.rpmartins.com

EXPERIENCE

Telus, Montreal — *Helpdesk*

SEPTEMBER 2014 - SEPTEMBER 2020

Helpdesk support for Google's premium GSuite customers, with focus on the Collaboration suite (Drive, Calendar, Classroom, Keep).

How I made a difference

As a front-line agent, I helped the team by sharing knowledge and by inspiring team members to live the Telus values and creating strong relationships.

Being able to help and support my colleagues was incredibly fulfilling, while still delivering high performance to the business. I was a positive and inspirational team member and had the pleasure to share my knowledge and troubleshooting expertise, to see my team members enhance their performance and grow

JACK Marketing, Montreal — *Graphic Designer*

JUNE 2014 - JULY 2014

Design and compose pages, text, and graphical elements for books, brochures, web sites, and other materials for digital and offset printing.

MPBA, Salvador — *Lead Graphic Designer*

SEPTEMBER 2011 - NOVEMBER 2013

Design, layout, and compose pages, text, and graphical elements for books, brochures, posters, and other materials for digital and offset printing. Design logos, as well as web banners to be published on intranet sites and the external portal.

How I made a difference

As the lead designer I oversaw the update of the institution's corporate identity: adjusted proportions of logo's symbol and typeface, updated typeface itself, updated colors to current printing and digital standards, devised a list of accompanying typography for use in various applications. I've also compiled the updated branding guidelines and its applications into a corporate identity manual.

SKILLS

Adobe applications:
Photoshop, Illustrator,
InDesign, and Lightroom.

Google applications: Docs,
Sheets, Slides, Calendar,
Keep.

Creative writing. Writing and
revising for blog posts and
support articles.

ACHIEVEMENTS

Design, composition, and
pre-press for the book *Dez
Mulheres Muitas Vidas* (Ten
Women, Many Lives).

Collaboration on the design
and concept for JACK
Marketing's new web site and
print portfolio.

LANGUAGES

English, Portuguese, French.

EDUCATION

Creative Writing Specialization Wesleyan University,

Wesleyan University, Coursera - 2019

MBA in Graphic Design

UNIFACS, Salvador / Brazil - 2010

Bachelor's Degree in Communication and Advertising

UCSal, Salvador / Brazil - 2003

PROJECTS

Photography — 500px

Photography portfolio at: <https://500px.com/p/rmartins>