

# MARIANA MANTOVANI LOPES

GRAPHIC DESIGNER

## PROFILE

Graphic designer with experience in motion graphics, video editing, illustration and image manipulation. I have more than 8+ years of experience in Customer Service and Operations.

I am an energetic, organised, creative, communicative, and practical professional with excellent interpersonal and team-building skills. I am always seeking new opportunities to learn and improve professionally.

## WORK EXPERIENCE

### May 2024 - PRESENT

Aroma Green - Brazil

#### Graphic Designer

- Collaborated with leadership teams to define the brand's vision, mission, and values, translating them into a cohesive visual identity.
- Created and designed the company's logo, color palette, typography, and brand guidelines to ensure consistency across all platforms and materials.
- Developed brand assets such as business cards, letterheads, packaging designs, and promotional materials to reinforce the brand's identity in both digital and print mediums.
- Ensured that all visual materials aligned with the brand's identity, tone, and messaging, maintaining consistency across all communications.
- Conducted market research to understand industry trends and competitor branding, ensuring the company's visual identity remained competitive and relevant.
- Presented design concepts to stakeholders, incorporating feedback and revisions to achieve a final product that met both aesthetic and strategic goals.

## CONTACT

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## EDUCATION

2017 - 2019

### AIT - ACADEMY OF INFORMATION TECHNOLOGY

- Bachelor of Digital Design

### AWARD

- Best Information Design Multimedia (INK 2019)

2024

### GOOGLE CORCERA

- UI/UX Design Certificate

## SKILLS

### DESIGN

- Branding & Identity
- Art Direction
- Iconography
- E-news Letter Creation
- Video editing & Motion Design
- 8+ Years of Customer service experience
- Excellent communication skills
- Fast Problem Solver

### SOFTWARE

- Adobe Illustrator, After Effects, Premiere Pro, Photoshop, Indesign, Google Suite, Microsoft Excel, Word, Powerpoint, Canva, Mail Chimp, ProCreate, Figma & Framer.

## LANGUAGES

- English (Fluent)
- Portuguese (Native)
- Spanish (basic)

## **2022 - Present**

Collins House Advisory - Melbourne

### **Clients Service Administrator**

- Managed client inquiries via phone and email, providing timely and accurate information.
- Assisted with processing client requests, managing appointments, and maintaining client records.
- Coordinated communication between clients and internal teams to ensure seamless service delivery.
- Processed orders, handled invoicing, and followed up on payments to maintain accurate financial records.
- Supported the team with administrative tasks such as data entry, filing, and report generation.

## **2021 -2022**

Aromapack - Brazil

### **Graphic Designer**

- Designed a wide range of marketing materials such as brochures, flyers, posters, social media graphics, and website assets to support both online and offline campaigns.
- Created and maintained the brand's visual identity, including logos, typography, color schemes, and other brand assets.
- Developed mockups, prototypes, and presentations to showcase design concepts and gather feedback from stakeholders.
- Used Adobe Creative Suite (Illustrator, Photoshop, InDesign) to produce high-quality designs and layouts.
- Kept up-to-date with industry trends and technologies, applying best practices to deliver innovative and modern designs.

## **2021 -2023**

Scape - Melbourne

### **Operations Supervisor**

- Building rapport with guests/students;
- Assisting guests providing excellent experience, service level expectations and welfare requirements.
- Ongoing property management of resident apartments;
- Overseeing bond lodgements and refunds;
- Coordinating routine inspections and maintenance requests;
- Assisting guests with general account enquiries;
- Organising shift coverage and staff rosters;
- Managing and resolving any daily operational challenges;
- Working alongside the Wellness & Hygiene & Facilities team;
- Developing external and internal stakeholder relationships while maintaining a creative customer focused culture

**REFERENCES UPON REQUEST**