

# erica giokas

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212 Commercial St. Apt F, Provincetown

## WORK EXPERIENCE

### Poster Designer, The Art House

Provincetown, MA. Feb 2010

- Designed posters for drag queen, Hedda Lettuce
- Posted announcements in local papers to market the performances

### Assistant Manager of Academic Technology, The New School

New York, NY. April 2006 – Oct 2009

- Create, build, and maintain public web site, [www.newschool.edu/at](http://www.newschool.edu/at)
- Produce and disseminate all time-sensitive public information: lab hours, classroom schedules, announcements, FAQ, tip sheets, equipment contracts, etc.
- Oversee opening, closing, staffing, and customer support of 5 computer labs
- Dispatch classroom technical support and trouble-shoot the printing and software network for dozens of presentation classrooms
- Hire, schedule, train, and terminate up to 65 part-time staff
- Process performance evaluations and track attendance
- Organize payroll record-keeping and calculate budget projections
- Delegate related projects to administrative employees
- AT representative, and leader of Audio & Equipment Center focus group; part of the Policy, Procedure, and Planning Committee whose goal is to justify software and hardware upgrades, which will serve multi-departmental curricular needs, as recommended by faculty and academic deans

### Administrative Supervisor of Academic Technology, The New School

New York, NY. July 2004 – March 2006

- Oversee lab operations and write daily shift report
- Facilitate communication between lab aides, faculty, technicians, and management
- Supervise and train lab aides; Administer their performance evaluations
- Resolve customer service conflicts before they escalate to manager involvement
- Projects included: time sheet quality-control, schedule updates, email accounts, equipment labeling, and design of various tutorials and training support materials

### Library Technical Assistant II, Media Services at Brown University

Providence, RI. Sept 2003 – June 2004

- Served as on-call technician for classroom audio and video issues
- Engineered and mixed live musical performances; recorded meetings and classes
- Trained faculty, students, and administrators on audio and video equipment
- Supervised and assigned tasks to student workers
- Maintained office files, prepared weekly staff schedule, and processed reservations for audio / visual events

### Fall 2003 Catalogue, Tenacious Lilly Jewelers

New Bedford, MA. August 2003

- Prepared all images for print by scanning, editing and categorizing
- Conducted color correction and photo editing
- Created Fall 2003 catalogue including layout, design, and copy

### Studio Assistant, Clay Studio, Parsons School of Design

New York, NY. September 1997- May 1999

- Recycled clay from slurry buckets and cleaned studio

## EDUCATION AND SKILLS

### Parsons School of Design

B.F.A. Illustration 1997 - 2001

### Mac and PC software:

Excel, Word, PowerPoint, Acrobat Pro, FileMaker Pro, Illustrator, Photoshop, InDesign, Dreamweaver, HTML, Javascript, Peak, ProTools, Final Cut Pro

### Media:

drawing, painting, scanning, audio/video recording, audio/video transfers, data projectors, print and web design, songwriting, pottery

[www.ericagiokas.com](http://www.ericagiokas.com)