**NICHOLAS J KOSENKRANIUS**

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**WHO AM I**

A highly motivated individual who understands the importance of **listening**, **teamwork**, and **executing solutions on time**. My background includes customer service; architecture and construction management; and most recently in technology – supporting the digital presence for automotive clients. My recent roles include customer service, bug troubleshooting, team lead and client onboarding. When I start a role, my goal is always to understand it as deeply as possible, then **identify pain points** and **create solutions** to alleviate them. At my core, I am a **problem solver** - I enjoy the challenge of making things better.

**EXPERIENCE**

**Sincro | DMG Web Designer I June 2020-Present**

* Senior designer on the Client Onboarding team.
* Art Director – Jaguar, Acura & Porsche.
* Refined the onboarding process using existing tools that cut the design time for a standard website from multiple days to as little as 30 minutes.
* Project management for the onboarding of MVP clients and dealer groups to establish branding, style guides, and website strategies. For larger groups I manage the design and oversee the building of these websites by our fantastic team in Pune, India.
* Teaming with SEO, Advertising, Analytics and sales experts to provide white-glove solutions.
* Managed relationship with *Transperfect* for translation services and established the onboarding process for non-English websites.

**CDK Global / Sincro | Web Designer Associate Oct. 2018-June 2020**

* Designer on the Client Onboarding team.
* Responsible for speaking to design strategies during client calls, building solutions that meet the client needs, and executing those solutions.
* Creation and implementation of custom coding solutions that were not supported by our platform. I worked closely with our innovations team to borrow solutions that were already available along with writing a lot of my own code when a unique solution was needed.
* SME on 3rd party code products & installation as well as website bugs & troubleshooting.

**CDK Global | Web Design Specialist II Oct. 2017-Oct. 2018**

* Tier 2 customer service and website support specialist.
* Troubleshooting & bug team lead - established process for identifying & vetting bugs and working with product teams to prioritize fixes.
* Built the tier 2 resource center – a hub for troubleshooting tips, tools, processes and training material for team members who wanted to join the troubleshooting team.
* SME for 3rd party code, OEM rules and restrictions, as well as website platform functionality.

**TripleSpark Design | Lead Designer** **Aug. 2016-Oct. 2018**

* Lead designer for a startup.
* Responsible for collaboration with clients and the creative lead for each personalized website including layout, organization, logos and asset creation.

**CDK Global | Web Design Specialist I** **Feb. 2015-Sept. 2016**

* Web/Graphic designer, troubleshooting HTML, CSS3 and JS.
* Rebuilt the customer support tier 1 team resource hub in Microsoft SharePoint.

**PREVIOUS EXPERIENCE**

**NA Labour Hire BOP (NZ) Laborer Feb. 2017-June 2017**

* Construction Insulation, Drywall, Site cleanup and Demolition.

**DMS Growers (NZ) Laborer Oct. 2016-Dec. 2016**

* Stacker in a Kiwi factory sorting fruit and picking produce in the orchards.

**PRO Sports Club Swim Coach, Lifeguard June 2013-April 2015**

* Swim coach & trainer for swim team.
* Swim instructor for adults and children; focus on unparalleled customer service.

**Community Design Center (Montana State University) Project Designer Jan. 2013-May 2013**

* Lead designer - responsible for collaborating with client to manage, document and design requested architectural projects complying with all required code restrictions.

**PROFICIENCIES**

**Web |**  html5, css3, JS

**Adobe |**  Adobe Creative cloud - photoshop, XD, InDesign, bridge, etc.

**Microsoft |** Office 360 Suite, SharePoint, windows interface

**3D |**  Rhinoceros, Autodesk- Revit, AutoCAD, 3ds Max, Sketchup, Unity

**EDUCATION**

**Montana State University** | BA of Environmental Design **2009-2013**

**Bellevue College** | Certification in User Experience Design **2014-2016**