

SOPHIE KIBIGER

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WORK EXPERIENCE

Senior Operations Coordinator

JostensPIX (Eagan, MN), April 2022-Present

**Promoted from Operations Coordinator to Senior Operations Coordinator in March 2023*

- Scheduled Picture Day events for 600+ schools nationwide
- Consistently communicated with multiple audiences, including School Administrators, Sales Reps, and Parents
- Assisted with UI design and implementation of ID Card Design Tool
- Monitored and assigned cases in Salesforce
- Developed agendas and lead weekly Operations team meetings
- Partnered with Management to provide first level coaching to Operations Team Members
- Created and rebranded documents using JostensPIX style guide

Photographer

JostensPIX (Eagan, MN), July-December 2021

- Worked directly with students and faculty to photograph individual portraits and group photos
- Served as Event Lead for 85% of events, which involved managing other photographers, being point of contact for school administrators, and organizing flow of subjects
- Assisted photography hub manager with scheduling, equipment repair and relocation, and event coordination

Artistic Director

Pipe Dreams Studio Theatre (Decatur, IL), January 2020-May 2021

- Hired all artistic staff, including directors, designers, managers, and talent.
- Collaborated with and oversaw Marketing, Production, Development, and Education departments
- Partnered with licensing companies to obtain show rights
- Used Agile methodology to oversee all company sprints, lead weekly check ins with sprint leaders
- Coordinated and scheduled quarterly board meetings

Marketing Director

Pipe Dreams Studio Theatre (Decatur, IL), January 2019-May 2020

- Managed social media accounts, company website, and ticketing ecommerce site
- Sold out 85% of live and recorded performances
- Served as head graphic designer for company
- Used Agile methodology to manage Marketing team sprint
- Collaborated with local businesses to coordinate mutual advertising

EDUCATION

Bachelor of Arts - Theatre, 2017-2021

Graduated Summa Cum Laude in May 2021 from Millikin University in Decatur, IL. Received a Bachelor of Arts Degree in Theatre with a Minor in English Writing.

- Involvement:
 - o Vice President of Risk Management - Pi Beta Phi Fraternity for Women
 - o Vice President of Administration - Pi Beta Phi Fraternity for Women

Google UX Design Professional Certificate – March 2025

Professional Certificate awarded by Google, courses taken through Coursera.

SKILLS

- UX Design
- UX Research
- Customer Service
- Communication
- Leadership
- Microsoft Suite
- Adobe Creative Suite
- Canva
- Adobe InDesign
- Adobe Photoshop
- Figma
- Wireframing
- Graphic Design (Printouts, Digital Assets, Pamphlets)
- Prototyping
- Working with Children and Adolescence
- Inventory Management
- Training

AWARDS

Jostens Leader Award - Customer Centricity

December 2023, Nominated by Todd Judd, Head of Internal Sales

- Received at Quarter 4 Business Meeting
- Awarded for high customer retention rate, quick response times, and high amount of positive comments on customer surveys

Jostens Leader Award - Learning & Development

June 2023, Nominated by Tylor King, Operations

- Received at Quarter 2 Business Meeting
- Awarded for employee training program that was created and implemented for new employees in Spring 2023

Jostens Presidential Award

March 2023 & March 2024, Issued by Michael Burgess, CEO

- Awarded for contributions to the success of the company and exceptional performance in 2022 & 2023
- Nominated by manager, nomination supported by Jostens Leadership Team

Dr J. Roger Miller Leadership Award

April 2021, Issued by Millikin University

- Award given to Seniors who exemplified superior qualities of academic excellence and leadership
- Awarded for work in Diversity, Equity, and Inclusion in two student organizations

Dr. L.C. McNabb Memorial Award

April 2021, Issued by Millikin University

- Award given to Seniors who have made outstanding contributions to Theatre Arts
- Nominated by Dr. Sara Theis, Director of Center for Entrepreneurship