

NICOLE HACK

EDUCATION

RYERSON UNIVERSITY

2019 - 2020 | Master of
Digital Media (MDM)

RYERSON UNIVERSITY

2013 - 2019 | B.A Creative
Industires

CONTACT

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nicolehack.ca

SKILLS

- Adobe Creative Cloud
- Office 365
- SharePoint
- Power Automate

EXPERIENCE

2013 - present GRAPHIC DESIGNER & MEDIA PRODUCER
Self Employed

- Provides graphic design services for print and digital use. Services include graphic design, photography, video production, and communications.

2020 - present PROCESS IMPROVEMENT SPECIALIST
Mitacs Inc.

- Visualizes and records processes and workflows
- Designs communications and operation manuals
- Builds business cases for process improvements
- Leverages SharePoint and Power Automate to improve communication and processes
- Consults on customer service standards and processes for client interaction

2020 - 2021 GRAPHIC DESIGN & BRAND CONSULTATION
San Diego State University

- Lead graphic designer for a new, bespoke revenue generating program at San Diego State University.
- Developed the visual brand, including logos, branding style guides and typography guides, presentations, print and digital flyers and booklets.
- Responsible for the visual aspects of the website and social media platforms.

2017 - 2019 RECRUITMENT ASSISTANT
The Creative School, Ryerson University

- Created visual and written communication campaigns for social media, organized multiple 200+ person events, delivered keynote presentations to medium and large audiences.

2013 - 2018 CUSTOMER SERVICE LEAD
Athletics & Recreation, Ryerson University

- Created exceptional guest experiences with equity, inclusivity, and safety at the core.
- Delivered exemplary customer service, coordinated and led hiring carousels, made hiring decisions, trained and supervised staff, and developed new programming.
- Nominated into a leadership program requiring extensive volunteer hours, cross-university collaboration and mentorship.