

## **JOYCE M. PYRTL**

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### **SUMMARY**

Extensive experience in the printing industry in the art and prepress departments. Six of those years as a customer service representative working with a very specialized group of customers entering their orders and seeing them through to completion.

### **EXPERIENCE**

#### **GRAPHIC VISUAL SOLUTIONS, Greensboro, NC** 1991 – 2010

##### **Customer Service Representative** 2004 – 2010

Recorded phone orders, entered new clients and jobs into the Monarch print production and management system for a large, commercial printing company.

Created quotes in MS Word and Excel using a specialized pricing structure, investigated zip code counts, ordered mail lists, entered information on job jackets.

Followed up on all proofing, printing and mailing of orders to job completion and billing.

Assisted with costing and pre-invoicing of completed jobs for other departments, filed job jackets, answered switchboard and performed other clerical and accounting duties.

##### **Desktop Technician** 1991 - 2004

Performed all typesetting and layouts on specialized brochures for a specific group of clients using Mac-based software (InDesign, Quark Xpress, Adobe Illustrator, Photoshop). Worked closely with the customer service representative and salesperson for those customers.

Assisted customers and assisted in other departments as needed.

#### **MEDIA PRESS, INC., Greensboro, NC** 1981 – 1991

##### **Typesetting**

Performed all typesetting and maintained typesetting equipment.

Scheduled jobs for the art department based on deadlines.

Assisted customers as needed.

#### **VULCAN MATERIALS CO., Winston-Salem, NC** 1978 – 1981

##### **Clerical**

Collected and recorded maintenance information on off-road equipment for the Mideast Division of Vulcan Materials, a supplier of aggregates to the construction industry.

#### **D.W. WINKELMAN CAROLINA COMPANY, Greensboro, NC** 1972 – 1978

##### **Clerical / Secretarial**

Performed all necessary clerical work for the repairs and maintenance shop of all off- and on-road construction equipment.

### **EDUCATION**

BEN L. SMITH HIGH SCHOOL, Greensboro, NC