

# JULIE WRIGHT

## CUSTOMER SERVICE

I have spent a lifetime in the Graphic Arts industry and Customer Service was my forte. I have been responsible for management, coordination, purchasing, AR/AP and even HR. In the Arts, I have taken clients' ideas and brought them to fruition by way of researching vendors, calculating times and inventory and overseeing the production of all facets to bring the finished product to happy customers.

---

### LEADERSHIP

Over the course of 30+ years in a CSR position, I have supervised up to 20 employees and have overseen thousands of client requests with great pride. I am very comfortable in dealing with all things Customer service.

### EXPERIENCE

**CUSTOMER SERVICE REPRESENTATIVE** 1984-2020  
**CUSTOMER SERVICE MANAGER**  
**PRODUCTION MANAGER**  
**PRODUCTION COORDINATOR**  
**SCHEDULING**  
**GRAPHIC DESIGNER**  
**INVENTORY PURCHASER**  
**HUMAN RESOURCES**  
**AR/AP**

### SKILLS

I am patient with all types of personalities and well versed on remaining calm if met with negativity.

I can genuinely break down a person's frustrations with humor.

I've learned so much about people, and can routinely detect their emotions, before they express them. This has created an inherent ability for me to often calm them ahead of time.

During my many years in the customer service arena, I have had the pleasure and delight of helping many individuals and groups to resoundingly achieve their goals.

### EXTRA

In 2017, I began solo traveling to all sorts of countries, sometimes monthly for long weekends. In 2020, I sold everything I had and purchased a Motorhome. I have been traveling with my dog and meeting so many wonderful people along the way. I am very much a people-person and get along with just about everyone.

### CONTACT

Conroe, Texas  
281-415-1723  
Wlb.julie3@gmail.com

