

JESUS DE SANTIAGO JR.



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jesusdesantiago.com

SOFTWARE PROFICIENCIES



Adobe Creative Suite



Microsoft Office



Wordpress



Salesforce



Slack

ADDITIONAL SKILLS

Proficient in Mac & PC

Bilingual in English & Spanish

Client Onboarding & Training

Account Management

Customer Support Experience

Email Marketing Platforms

Public Speaking

Creative Problem Solver

PROFILE

Creative and detail-oriented Graphic Designer with 8+ years of experience crafting impactful visual solutions across print, digital, and merchandise platforms. Proven ability to bring brand visions to life through custom designs, marketing assets, and user-focused content. Adept at collaborating with cross-functional teams, translating complex ideas into compelling visuals, and managing projects from concept to completion. Skilled in Adobe Creative Suite, WordPress, and pre-press production, with a strong background in sports branding, apparel design, and customer-facing work. Passionate about creating designs that are not only visually striking but also purpose-driven and functional.

EXPERIENCE

REBELS SAN DIEGO

MARKETING

January 2025 - Present

Lead the creative and marketing strategy for one of Southern California's top youth soccer clubs while also serving as a staff coach focused on player development and team success.

- Manage and maintain the Rebels San Diego website, ensuring up-to-date content, user experience, and mobile responsiveness
- Design and produce marketing materials including event branding, flyers, social media graphics, and merchandise assets.
- Lead creative direction for campaigns promoting player development, team success, and club culture
- Coordinate with internal teams and external vendors to support tournaments, showcases, and community events
- Establish and enforce brand guidelines to maintain consistency across all visual and digital touchpoints
- Create content strategies aligned with club initiatives, seasonal programming, and recruitment goals

DEMOSPHERE

CUSTOMER SUCCESS MANAGER / SUPPORT SPECIALIST

July 2021 - January 2025

Deliver frontline customer support and relationship management for a SaaS platform serving youth sports organizations nationwide. Act as a trusted advisor to clients, ensuring successful onboarding, training, and ongoing engagement.

- Troubleshoot technical issues and guide users through system workflows
- Conduct client onboarding, product education, and training sessions
- Collaborate with product and engineering teams to resolve escalations and improve user experience
- Maintain documentation and communicate updates to enhance client understanding and retention
- Support account managers in maintaining long-term client satisfaction and success

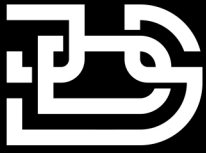
ZING PRINT

PRE-PRESS SPECIALIST & PRODUCTION ARTIST

January 2025 - June 2025

Oversee digital file preparation and hands-on print production to ensure high-quality, error-free output. Preflight incoming artwork for resolution, color accuracy, and layout alignment, preparing print-ready files to meet production standards. Support physical production through trimming, binding, finishing, and packaging to ensure timely and professional project delivery.

- Verified technical specifications for all incoming print assets
- Prepared files for efficient, high-quality digital and offset printing
- Executed finishing tasks including cutting, spiral binding, and shrink-wrapping
- Maintained quality control across all stages of the print workflow



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LOCOCO SPORTS | SOCCERLOCO

GRAPHIC DESIGNER

March 2017 - March 2020

Designed custom uniform kit mockups for soccer clubs nationwide, ensuring brand accuracy and production readiness. Created product imagery for online stores and supported marketing campaigns through print and digital collateral. Delivered frontline customer support to enhance

- Collaborated with account managers to translate design specs into approved uniform kits
- Developed digital assets for email campaigns, merchandise, and event branding
- Assisted customers with order placement, shipping, cancellations, and account setup
- Maintained accurate timelines and ensured a smooth purchasing experience

EDUCATION

PLATT COLLEGE - SAN DIEGO

BACHELOR OF SCIENCE IN MEDIA RTS, June 2014

ASSOCIATES OF APPLIED SCIENCE IN GRAPHIC DESIGN, September 2012

CUYAMACA COLLEGE

ASSOCIATES IN HUMANITIES & FINE ARTS, May 2011

EL CAJON VALLEY HIGH SCHOOL

HIGH SCHOOL DIPLOMA, June 2006