

## **ADRIAN WALSH**

### About Adrian Walsh

from my commitment to always delivering for customers, strong

### Contact







## **Education & Industry** Specific Skills

### Hobbies











**Professional Summary** 

24 years ago and I joined the graphic design industry in busy studios after gaining qualifications.

12 years later I founded my own design business servicing Lancaster and the North West.

From a previous employer I bought their business 'Lancaster Printing.com' that I had worked in.

As Founder and Managing Director I had the entire responsibility for building and running that business.

Built a customer base of 3,000+ organisations (500 regular) by selling design & print in to a range of sectors. Became well known for excellent customer service and delivering complex projects on time and in budget.

Became the primary point of contact for all customer relationships, accounts and money collection.

That business has sustained my family and lifestyle and that of several other team members for many years.

## Why I have made contact

I am looking for a business who is focused on excellent customer service and a great team environment. The graphic design industry has become increasingly globalised with competition from developing countries. Artificial Intelligences are now able to create rudimentary logos and designs without human input. The broader print industry has been in decline for 10 years impacting on business opportunities and margin. The coronavirus pandemic and lock-downs permanently removed about 25% turnover from my business.

With a young family I have decided to transfer my skills and build a new career in another business.

## My Skills

Hard worker, with a 'hands-on' approach and experiences in many areas.

Account management, customer services and relationship development.

Highly organised and capable of running all dimensions of a busy office.

Focused on meeting deadlines and delivering on time.

Strong general computer usage and office application skills.

Exemplary graphic design, print and layout software skills.

Team and management experience, up to 3 direct reports.

## **Previous Experience**

#### Your Design Partner t/a Lancaster Printing.com Founder & Managing Director 2012 to current

- Founder of graphic design and print business.
- Acquired an existing local business 'Lancaster Printing.com'.
- Built a business with over 3,000+ clients (500 regular).
- Created, managed and nurtured all key accounts.
- Ensured satisfaction and long-term relationships.
- Run and administered all aspects of the office.
- Liaised with all third party suppliers including accountants.
- Recruited and managed other team members.
- Implemented new technology to help with work-flow and deadlines.

#### Printing.com Studio Manager

#### 2004 - 2012

- Part of team that built a start-up business from zero to six figures within the first 12 months.
- Senior Graphic Designer and Account Manager.
- Managing projects from initial sale through to production.
- Sales, presentations and client networking.
- Internal support on computers for other team members.
- Office administration.

# Various roles at creative agencies, graphic design studios and printers

- Wide range of hands-on experiences in graphic design and print.
- Produced corporate identities for wide range of businesses.
- Designed and printed magazines for publishing sector.
- Developed an expert understanding of the print industry.
- Worked in traditional pre-press and plate making.