

Janice McGavern

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Summary

Experienced and adaptable professional with a background spanning administrative support, client services, hospitality, retail operations, graphic design and creative business ownership across Bermuda, the United States and Australia. Skilled in customer relations, scheduling and coordination, vendor and client communications, visual presentation and managing multiple priorities in fast-paced environments. Known for being personable, organized, resourceful and able to balance professionalism with a strong creative and problem-solving mindset.

Experience

GIFT SHOP MANAGER & DESIGNER, THE SWIZZLE INN, BERMUDA *APRIL 2025 - APRIL 2026*

- Designed and art directed branded merchandise including apparel and accessories from concept through production
- Developed new product lines and sourced vendors for custom items
- Managed visual merchandising and in-store presentation
- Oversaw daily operations including inventory, ordering and customer experience in a high-volume tourist environment

YACHT AGENT, BERMUDA YACHT SERVICES, BERMUDA *MARCH 2024 - APRIL 2025*

- Delivered high-end, concierge-level service to international yacht clients
- Coordinated logistics, transport and bespoke services for crews and guests
- Managed client communications, scheduling and transactions

SALES ASSOCIATE, THINGS WE LOVE, ST GEORGES, BERMUDA *2024 - 2025 (CASUAL/RELIEF BASIS)*

- Provided personalized customer service in an independent retail boutique
- Handled opening and closing, cash and POS transactions
- Maintained visual merchandising and product presentation standards

SUPPORT WORKER / CREATIVE ARTS FACILITATOR, HOLISTIC HOMECARE, BRISBANE, AUSTRALIA *2020 - 2023*

- Designed and facilitated creative arts programs for individuals with disability and mental health challenges
- Worked with small groups and individuals to deliver therapeutic art projects
- Provided ongoing support and care in community settings

OWNER / BARISTA, POSSUM CAFÉ, BRISBANE, AUSTRALIA *2019*

- Owned and operated a small neighborhood café, managing all daily operations
- Prepared espresso-based drinks and maintained consistent coffee quality
- Managed ordering, inventory and supplier relationships
- Maintained and cleaned espresso machine and equipment (Wega Polaris)

FREELANCE GRAPHIC DESIGNER, VARIOUS CLIENTS, MELBOURNE, AUSTRALIA 2016 - 2019

- Worked across multiple contracts including VicRoads, Major Road Projects Authority, Level Crossing Removal Authority, Metro Trains and Monash University
- Produced campaigns, print and digital collateral, wayfinding, maps and corporate communications
- Managed projects and client relationships across complex multi-stakeholder environments

CHIEF CREATIVE, KOOKABURRA KISS, MELBOURNE, AUSTRALIA 2014 - 2017

- Designed and handcrafted a line of bags using recycled leather and custom canvas
- Created full brand identity including logo, signage, hangtags and packaging
- Ran all aspects of a small creative product business
- Sold bags at markets and in small indie boutiques

FREELANCE/STAFF GRAPHIC DESIGNER, VARIOUS CLIENTS, LOS ANGELES, CA 2000 - 2014

- Worked across multiple engagements including Paul Mitchell, Macadamia Natural Oil, Mattel and Strategic Imaging
- Produced packaging, print and digital campaigns, trade show materials and brand collateral
- Art directed and managed creative projects across consumer product and agency environments.

Education

BA in Communications, Temple University, Philadelphia PA

Certificate III Community Services, QLD Australia – 2020

Certificate, Australian Barista School, Brisbane, Australia

Holistic Integrated Creative Arts Therapist Diploma, Australia – 2021

Art2Life Creative Visionary Program, USA – 2022

Skills

- Administrative support & office coordination
- Calendar management & scheduling
- Client relations & customer service
- Vendor coordination & logistics support
- Organization & multitasking in fast-paced environments
- Microsoft Office, Adobe Illustrator & InDesign
- Written & verbal communication
- Retail operations & hospitality experience
- Visual merchandising & product presentation
- Branding & product development
- Project coordination & creative problem solving
- Barista skills & café operations