

ROBERT F. ERNST  
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### Education/Certifications

- **2008** – Recreational Vehicle Service Technician License, **State of Michigan**
- **2006** – Bachelor's Degree **Central Michigan University**, General business administration, marketing, and advertising (Entrepreneurship), and artistic design
- **2004** – Associate's Degree **Jackson Community College**, Concentration in Applied Arts - Phi Theta Kappa Academic honor society member.
- **2001** – High School Graduation **Jackson High School**, Magna Cum Laude
- **2000** – Eagle Scout Award, **Boy Scouts of America**, Troop 424

### Work Experience

- |   |                   |                  |
|---|-------------------|------------------|
| <u>Jackson Coffee Company</u>   | Jackson, Michigan | 5/2006 – Present |
| <ul style="list-style-type: none"><li>• <b>Store Manager</b><ul style="list-style-type: none"><li>▪ Instruct employees in company expected behavior and policy.</li><li>▪ Manage stock levels and order product.</li><li>▪ Maintain cleanliness of store and grounds, and work with management from other stores to present all stores as a unified chain.</li><li>▪ Work closely with owner to continually train employees and maintain quality of product.</li></ul></li><li>• <b>Project Manager</b><ul style="list-style-type: none"><li>▪ Contact vendors for product samples, pricing and shipping information.</li><li>▪ Test product samples and work with owner to create Cost/Benefit analyses of new potential product lines.</li><li>▪ Install and maintain equipment for safety, efficiency, and health code compliance.</li><li>▪ Communicate with city officials to maintain compliance with local building codes and city ordinances.</li></ul></li><li>• <b>Graphic Designer / Webmaster</b><ul style="list-style-type: none"><li>▪ Manage a self-created HTML based website and ebay store.</li><li>▪ Manage a monthly newsletter and mailing list of over 4,000 customers.</li><li>▪ Create graphics for website, newsletter, and store use.</li><li>▪ Create print-ready artwork for marketing (posters and coupons) and point-of-sale displays.</li><li>▪ Portfolio of selected artwork samples available at: <a href="http://www.ernstdesigns.com">www.ernstdesigns.com</a></li></ul></li><li>• <b>Roastmaster</b><ul style="list-style-type: none"><li>▪ Roast a variety of specialty coffees to the exacting standards of customers and management.</li><li>▪ Research roasting techniques and train staff about the nuances of various coffee growing regions.</li><li>▪ Train and critique assistant Roastmaster.</li><li>▪ Attend trade shows, and subscribe to trade journals to expand knowledge base for staff.</li></ul></li></ul> |                   |                  |
| <u>Larry's Service Center</u>   | Jackson, Michigan | 5/2008 – 7/2009  |
| <ul style="list-style-type: none"><li>• <b>Recreational Vehicle Service Technician</b><ul style="list-style-type: none"><li>▪ Diagnosed mechanical and electrical issues.</li><li>▪ Advised management and customers of vehicle needs and assist management with creation of cost estimates for repairs.</li><li>▪ Repaired and maintained various components including running gear, brakes, hitches, plumbing systems, electrical systems (115 and 12 volt), audio/visual systems, cabinetry, flooring, walls and roofing for various makes and models.</li></ul></li></ul>   |                   |                  |

Student Book Exchange

Mt. Pleasant, Michigan

9/2004 – 6/2006

- **Graphic Designer**

- Created unique and creative apparel designs to meet expectations and standards of customers and management.
- Worked with university licensing department to approve designs using the university's name.
- Utilized a variety of programs to produce screen-print ready, color separated and registered designs for printing onto laser transparencies.

**Special Skills**

- German (conversational)
- Graphic Design Experience:
  - Adobe Photoshop v.6.0, v.7.0, CS2
  - Adobe Illustrator CS2
  - Corel design suite (DRAW, TRACE, etc) v.10, X2
  - Adobe Premiere (Video editing software) v.7.0
- Comprehensive Computer Software Experience
  - Microsoft Windows 95, 98, 2000, ME, NT, XP, Vista, 7
  - Microsoft Office (Word, Excel, Powerpoint) 95, 2000, XP
  - Mozilla Family (Firefox, Thunderbird, Sunbird)
  - OpenOffice.org Suite v.3.0
  - Audacity Recording Software v.1.2.6
  - Sonic Foundry (Sony) AcidPro v.4.0, v6.0

**Extra-curricular Activities**

- Volunteer experience with St. James Lutheran Church, installing professional sound and video (LCD projectors, wireless and wired microphone systems, speakers and computer interfaces for recording of sound and video playback.)
- Creating Hand-sewn blank books and journals.
- Making frame drums from hand-made wooden frames and self-cured deer hides.
- Creation of custom Christmas light displays synchronized to music (using Light-O-Rama computer interfaces)
- Construction of wood-frame and motorized props for Halloween displays.
- Currently managing 3 Facebook pages (Lara's Coffee House, Jackson Coffee Co, and St. James Lutheran Church)
- Currently managing 4 websites (ernstdesigns.com, lynesawicki.com, jacksonstoryfest.com, and jacksoncoffeeco.com)

**Professional References** - Available upon request