

# JOSIAH GALLOWAY

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## HIGHLIGHTS

Graphic Design | Training & Mentorship | User Experience Design | CAD Drawing | 3D Printing  
Photography | Visual Communication | Freehand Rendering | Rapid Prototyping

## WORK EXPERIENCE

**Service Design | Barista, Jimmy's Coffee** 2021 - Present

- Made product suggestions to cut costs and create revenue such as switching to batch making chai concentrate over steeping to order, selling stickers over patches and pins and finding less expensive drinks to stock fridges
- Focus on technical training reduced milk and bean waste by ~10% while sustaining or increasing transactions, saving \$25K annually
- Created step-by-step tutorials for espresso dialing and steaming milk, improving product consistency and customer satisfaction in video format and as a barista handbook
- Trained managers to perform checks and implemented systems to reduce waste, monitor staff training/performance, and enhance service quality across multiple teams and locations
- Created systems for monitoring stock, product wastage, cleaning processes and implemented store reports to communicate maintenance issues, training needs, and store performance across 9 locations

**Woodshop Assistant, Factory Theatre** 2023 - 2024

- Assisted with set construction by cutting, assembling, and finishing set pieces for theatre productions
- Maintained a clean, organized, and safe woodshop environment in compliance with safety protocols
- Prepared and transported lumber, hardware, and stage components to work sites as needed

**Designer, DESIGNwith Lab** 2023 - 2025

- Lead 3D printer training for designer workshops, focusing on best practices for creating CAD renderings
- Taught designers common printer maintenance and repairs reducing troubleshooting time
- Capture event photography for social media, enhancing online presence and engagement

**Photographer, WeDo Photography** 2019 - 2021

- Captured high-quality photos and videos for weddings and events
- Edited final images and videos to meet client expectations

## EDUCATION

**Bachelor of Design (Honours) | Industrial Design | OCAD University**

- Peer Mentor, Student Association of Industrial Design, OCAD University (2023)

## SKILLS

**Technical Skills:** • Adobe Creative Suite • Figma • Basic HTML, CSS & Javascript • Blender • MS Office • G-Suite

**Core Abilities:** • Research & Documentation • Wireframing & Prototyping • Concept Sketching • Problem Solving

## CERTIFICATIONS

**Accessibility for Web Design Certificate** - LinkedIn Learning (2023)

**UX/UI Design Certificate** - Brainstation (2022)