

caroline thomas

digital designer / MFA / spunglory.com

active secret clearance / [DVIDS](#)

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EDUCATION

Master of Fine Arts, Graphic Design (12/05)

Savannah College of Art & Design, Savannah, GA

Bachelor of Arts, Graphic Info Design (12/03)

Central Connecticut State University, New Britain, CT

SKILLS

Adobe CC: (Acrobat, Photoshop, Illustrator, InDesign, Dreamweaver, Animate, AfterEffects, Firefly, Connect), Microsoft 365: (Word, PowerPoint, Excel, Teams, Outlook, SharePoint), Figma, HTML5, CSS3, JavaScript, AI Tools

*** United States Army Achievement Medal for Civilian Service**

WORK EXPERIENCE

Visual Information Specialist (40hrs/week) (11/24 - present)

PCI Productions (United States DOD - Contract) - Ft. Meade Garrison, MD

- Maintained a US Government Secret Security Clearance
- Provided full-time graphic support for the Defense Counterintelligence and Security Agency (DCSA), supporting the development of visual information for the Strategic Communications Outreach and Engagement (SCOE) office and the Center for the Development of Security Excellence (CDSE) Creative Services team
- Developed a wide range of graphic projects of various levels of complexity, including presentations, slick sheets, briefings, training materials, web graphics, organizational charts, visual communication tools, media materials, interactive visualizations, charts, graphs, infographics, publications, templates, layouts, web-based newsletters, visual email publications, signage, reports, and posters along with DOD Microsoft office products.
- Designed and produced all marketing and conference materials for the 2025 DSCA Virtual Security Conference (DOD), ensuring cohesive branding and communication for 3,500 civilian and military personnel. Deliverables included fact sheets, agendas, social media graphics, outreach kits, speaker packets/graphics/biographies, run of show, certificates, and session-specific materials
- Participated in meetings and discussions to define requirements and context for graphic product development.
- Created design-centric graphics that strategically illustrated the unique business cases for each mission for various internal and external audiences within the Agency
- Planned, designed, and managed the production of visual communication and graphic material that conveyed a specific message or concept of complex information for consumption by various internal/external stakeholders
- Developed a set of nested communication products for each mission-specific communication strategy that followed the DCSA branding guides, enhancing and reinforcing a consistent and high-quality portrayal of the DCSA brand
- Developed graphics to enhance webpage content and design, improving navigation and supporting operational capabilities ensuring content was 508 compliant
- Presented initial designs for customer review and approval, incorporating feedback to meet Agency branding guidelines, Office of Communications & Congressional Affairs (OCCA) leadership requirements, and stakeholder expectations
- Established cross-functional relationships to support on-demand graphic production, streamlining workflows, meeting deadlines, and aligning deliverables with stakeholder requirements.
- Supported the build-out of a graphic support knowledge management repository across the Agency
- Coordinated outreach with customers, Public Affairs offices, mission partners, and communication teams to collaborate on messaging, disseminate information, and develop communication products

Digital Designer (40hrs/week) (04/20 - 06/23)

United States Army MWR (NAF-04) - Stuttgart, Germany

- Executed the full scope of MWR marketing deliverables, from concept through design, producing high-quality collateral and visually engaging digital content delivered on time and within budget.
- Designed and updated, brochures, newsletters, posters, flyers, email campaigns, display ads, lobby presentations, hotel and lodging packages, promotion and event signage, and website for the US Army Moral Welfare Recreation program
- Supported U.S. Army MWR in designing magazine and article layouts for on-base and off-base events, integrating advertising for housing, automotive, and healthcare providers serving English-speaking military families across Europe
- Established workflow processes and a central library of graphic assets, maintaining templates and documentation that streamlined production and strengthened branding and market positioning
- Developed wireframes, prototypes, UI elements, and visual assets—including mockups, social media posts, and icons—to deliver cohesive and user-friendly event site experiences
- Optimized, revised, and managed graphic production to meet channel specifications, adhere to internal processes, and ensure timely delivery of high-quality assets
- Maintained expertise in evolving design practices and technologies, leveraging new tools and aesthetics to keep content modern and audience-relevant

Multimedia Designer (40hrs/week) (04/19 - 12/19)

Moseley Technical Services (United States Army - Contract) - Ft. Gordon, GA

- Supported the Army in developing a full range of multimedia curricula for the military occupational signal schools
- Designed interactive computer-based tools for the operations to train, educate, and foster skilled signal soldiers, ensuring lesson designs were accessible, secure, responsive, and optimized for various devices & screen sizes
- Divided work into a design assembly line, pitching different concepts with teammates in real-time
- Worked with soldiers to gather information and feedback to evolve and upgrade lessons and visuals
- Collaborated with UX/UI designers to integrate visual design elements into user interfaces with responsive experiences incorporating interactive simulations and video scenarios
- Adhered to all standard design format requirements put forth by the Department of Defense (DoD) and its affiliations.
- Incorporated feedback from Military stakeholders through usability testing, and design critiques to refine and iterate on visual designs and advanced user interface releases

Support Technician (40hrs/week) (04/16 - 01/19)

United States Army (USACE Army Corps of Engineers - GS-05) - Okinawa, Japan

- Redesigned and structured civilian employee onboarding and offboarding processes, enhancing workflow clarity and reducing processing time
- Issued and processed Temporary Duty Assignment (TDY) orders, travel arrangements, and vouchers, ensuring accuracy and compliance with regulations
- Established, updated, and maintained office procedures and records to support efficient operations.
- Monitored project budgets and timekeeping for Engineering and Project Management Divisions.
- Produced and updated manuals, glossaries, memos, and flowcharts to serve as reference materials, ensuring accuracy as directives evolved
- Reviewed and processed incoming and outgoing correspondence, records, reports, and directives, retrieving and managing materials from files as requested.
- Screened incoming tasks and requests to track suspense dates, maintained master suspense files, and implemented controls to monitor and update action status and follow-ups

Commander's Support Staff (40hrs/week) (03/14 - 12/14/NTE)

United States Air Force (76th Airlift Squadron - GS-05) - Ramstein, Germany

- Secured U.S. Government Secret Security Clearance
- Oversaw duty status programs, managed access rosters, and processed leave requests for all personnel.
- Reviewed and processed incoming and outgoing instructions, memorandums, letters, transmittals, endorsements, reports, and other correspondence submitted for the Commander's signature
- Managed scheduling for the Commander, arranged meetings and conferences with internal and external personnel, and ensured follow-up on action items
- Oversaw SharePoint administration for the 76th Airlift Squadron, maintaining precise personnel records to support squadron operations.

Visual Information Specialist (40hrs/week) (05/13 - 10/13/BBA)

United States Department of Defense (Stars & Stripes - NAF-04) - Kaiserslautern, Germany

- Designed and maintained web properties and digital media initiatives as a member of a multi-disciplinary team.
- Developed web content and digital media to drive promotional strategies, enhance social media engagement, and advance organizational website objectives
- Demonstrated organizational and planning skills to manage project workflows and coordinate with technical teams, ensuring projects met scheduled launch deadlines

Graphics Consultant (20hrs/week) (08/12 - 5/13)

ECCO GmbH / ECC Europe (United States Army, Navy, Air Force - Contract) - Kaiserslautern, Germany

Senior Graphic Designer • User Interface Designer (40hrs/week) (12/08 - 07/12)

Catalina Marketing - St. Petersburg, FL

Web Designer (40hrs/week) (06/06 - 10/08)

Willis & Company - Key West, FL

Graphic Designer (40hrs/week) (09/05 - 06/06)

Image Is Everything - Savannah, GA