

# Gus Baganz

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## EDUCATION

B.A., Liberal Arts, St. John's College, Annapolis, MD

A four-year interdisciplinary study of the philosophic, literary, mathematical, scientific, political, and musical development of Western civilization. Required curriculum of rigorous discussion, writing, and oral examination centered around the careful study of select primary sources ranging across nearly three millennia.

Matriculated at age 16. Awarded a Global Pathways Fellowship to study Philosophy and Art History in Rome, Italy.

Languages: French (professional working proficiency), Ancient Greek (translation).

Level 2 Award in Wines, Wine and Spirits Education Trust

Awarded with distinction. Course provided by the International Wine Center, New York, NY.

Technical Certificates, Maine Media Workshops + College, Rockport, ME

Maine Media Workshops + College is recognized as one of the world's leading centers of creative learning for filmmaking, photography, writing, and book arts & design.

Completed four intensive workshops in historic, alternative, and digital photographic and printing processes. Proficient with all Adobe Creative Suite software, among others. Photographic work exhibited in numerous galleries.

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## EXPERIENCE

Customer Success and System Reliability Specialist, Mediagraph — 01/2023-present

- Managed design, evolution, writing and publication of high-quality technical documentation and promotional material for a growing Digital Asset Management software company.
- Conducted research to generate sales leads. Designed and implemented email marketing campaigns and other promotional materials, including demo sites tailored to specific customer verticals.
- Provided timely and professional first-line customer support via various channels to troubleshoot issues, resolve technical challenges and ensure ongoing success and satisfaction.
- Collaborated with the development team to test new features and updates, ensuring usability and quality control standards are met before deployment. Assisted with cloud infrastructure and EC2 management, uptime monitoring.

Sales Associate, NOLA Wine Merchant, New Orleans, LA — 2024-present

- Sold fine wines and spirits and assisted customers at a small, old world-focused wine retailer, managed and organized inventory

Operations Associate, AFC Watches, Boston, MA — 2022-2024

- Assisted in daily office operations for a luxury timepiece wholesaler. Managed filing of paperwork, inventory tracking, shipping and receiving.
- Planned and implemented systems, layouts, and equipment procurement for a new office. Increased office efficiency by developing new protocols, designing systems for filing of paperwork and management of inventory. Reduced required administrative man hours by up to 40 hours per week.

Harvest Internship, Weingut Koppitsch, Neusiedl am See, Burgenland, Austria — 2023

- Assisted during the 2023 harvest at a biodynamic winery in Austria.
- Represented the winery at one of the world's leading wine fairs for Central and Eastern European wines, Karakterre, in New York City.

Market Research Assistant, Kadence International — 2021-2022

- Ensured the reliability, consistency, and confidentiality of data collected for a Fortune 10 technology client. Supported a team of technical experts on a research study spanning multiple markets. Managed a broad range of project specific tasks for field teams.

Member, Board of Directors of the Friends of St. John's College, Annapolis, MD — 2019-2020

Barista, John Brown Coffee, Cockeysville, MD — 2021

Server, Kippo Ramen, Baltimore, MD — 2020

Barista, Brown Mustache Coffee, Annapolis, MD — 2018-2020

Line Cook, Restaurante Estevan, Santa Fe, NM — 2017-2018