

## Education

**Bachelor Of Design Computing:** UI/UX Design  
**University Of Sydney** - Sydney, NSW, Expected in 12/2022

## Professional Summary

Ambitious student pursuing a Design Computing degree at the University of Sydney, eager to contribute developed knowledge in UI/UX designer role. Skilled in Figma and Adobe software in design settings. Adaptable and driven with a strong work ethic and motivation to thrive in team-based or individually motivated settings.

With over two years of experience assisting customers using active listening and customer needs assessment to offer targeted solutions. Always keen on exploring new ideas and developing innovative solutions to meet customers' needs. As a solid open-minded designer, always challenge myself to find many pain points on designing different projects to contribute to the design of great customer experiences. Good at conducting qualitative and quantitative customer research, user testing with low to high fidelity prototypes and gathering feedback from real customers and client stakeholders.

## Skills

- Wireframe
- Interviewing
- Teamwork
- Conflict resolution
- Multitasking and Prioritizations
- Creative Problem Solving
- Figma / Adobe Illustrator/ Photoshop/ Adobe Premiere pro/ Adobe after effects

## Work History

**SALES ASSOCIATE**, 11/2020 - 11/2021  
**Off White**, Sydney, NSW

- Engaged with customers to effectively build rapport and lasting relationships.
- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.

**CUSTOMER SERVICE REPRESENTATIVE**, 05/2020 - 10/2021  
**Swarovski**, Sydney, NSW

- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.