

BOBBY SPENCER

20 Rue Evrard Ketten, Luxembourg City1856 | (C) +352691997979 | b.spencer79@gmail.com

www.bobbyjspencer.com

Professional Summary

Highly focused UX Designer specializing in technical and industry applications, mobile applications, and marketing integration. I am adept at streamlining complicated processes by incorporating minimalist design principles into the user experience. JavaScript, CSS, HTML.

Seeking an entry-level position with an established, forward-thinking company.

Skills

- Adobe Creative Suite
- HTML & CSS
- JavaScript
- UX architecture
- UX documentation
- User research activities
- Interaction design skills
- Experience design
- Self motivated
- Digital media
- Visual communication principles
- Superb eye for detail
- Complex problem solving

Work History

Store Manager

01/2005 to 05/2016

Tully's Coffee – Seattle, WA

- Managed staff of 6 baristas, 4 lead baristas and 1 assistant manager, on average, in a fast-paced, high volume location.
- Interviewed job candidates and made staffing decisions.
- Counted cash drawers and made bank deposits.
- Instructed staff on appropriately handling difficult and complicated sales.
- Hired, trained and evaluated personnel.
- Planned budgets and authorized payments and merchandise returns.
- Scheduled and led quarterly store meetings for all employees.

- Increased profits through effective sales training and troubleshooting profit loss areas.
- Reported to the district manager regarding all store and staff issues.
- Generated repeat business through exceptional customer service.

Customer Service Representative

01/2004 to 01/2005

KeyBank – Seattle, WA

- Alerted customers to upcoming sales events and promotions.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

Education

UX Design Certification: UX/UI Design

2017

Bloc - Online

Web Development Certification: Full-stack Web Development

2016

Code Fellows - Seattle, WA

Associate of Arts:

2015

Seattle Central College - Seattle, WA

Hobbies

- Gaming
- Cycling
- Travelling
- Spending time with my dog
- Creating
- Cooking

Not necessarily in that order!