

# Jessie Udah

Edmonton, Alberta T5B 1B4 ♦ 1-306-717-4023 ♦ jessiechidi@gmail.com

---

## Summary

Highly innovative User Experience and Interface Designer, with extensive technical proficiency in Figma, Adobe XD, HTML and CSS. Able to take ideas from conception to developmental stage. Innovative and goal-oriented team player with a demonstrated record of collaborating effectively with cross-functional teams to ensure service excellence. Effectively exceptional at establishing and nurturing productive business relationships and translating visions, initiatives and strategies into actionable, value added goals.

---

## Core Competencies

- |                            |                         |
|----------------------------|-------------------------|
| • Wireframing              | • User Research         |
| • Mock-ups and prototyping | • Microsoft Office      |
| • Persona                  | • Competitive Analysis  |
| • Information Architecture | • Usability Testing     |
| • Product Development      | • Design Strategy       |
| • User Experience Design   | • User Interface Design |

**Technical Skills:** Figma, Adobe XD, Whimsical, Protopie, HTML, CSS

---

## Key Achievements

- Participated in a design concept that allows individuals to get beauticians from the comfort of their homes
- Worked with other designers and developers to translate information architecture, navigation and process flows into beautiful easy-to-use solutions
- Created interactive designs by way of user flow diagrams and mock-ups on Figma
- Conducted UX research to identify opportunities for improving the mock-ups

---

## Professional Experience

---

### Family Support Worker | Metis Corp, Canada

March 2021-Present

- Provides support, guidance and problem-solving to clients to address issues related to family functioning.
- Plans and conducts group educational sessions on topics related to family functioning.
- Participates in weekly staff meetings

### Customer Support Associate | Planet Fitness, Canada

Feb 2017- Nov 2020

- Assisted customers understand the products and services being offered by the company.
- Maintained a positive, empathetic, and professional attitude toward customers at all times.
- Met personal/customer service team sales targets and call handling quotas
- Handled customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolutions.

---

## Education

---

**Certificate:** Product Design (UI/UX), 2021

*ChigiSoft Technology Academy*

**Certificate:** Child and Youth care, 2018

*Saskatchewan Polytechnic*

**Diploma:** Administrative Assistance, 2017

*Saskatoon Business College*

---

## Online Certifications and Trainings

---

- Product Design Bootcamp (UI/UX) | ChigiSoft, **2021**
- From Prototype UI Design to HTML and CSS | DesignCourse, **2021**
- UI/UX Design fundamentals Crash Course | Designcourse, **2021**
- HTML and CSS Tutorial for Complete Course | DesignCourse, **2021**
- UI/UX Design Tutorial | FreeCode Camp, **2021**
- 2021 Figma Crash Course | DesignCourse, **2021**