

MYACERTOSSI

USER EXPERIENCE DESIGNER

PROFILE INFO

Extremely hard-working, sociable, and self-disciplined User Experience Design student at Wilfrid Laurier University with a passion for creating a positive and memorable experience for users.

CONTACT



Phone

+1 705 471 9670



Email

myacertossi@gmail.com



LinkedIn

<https://www.linkedin.com/in/mya-certossi/>

MY SKILLS

Visual Design



Product Design



Empathy



Front-End Programming



Information Architecture



User and Usability Research



Interaction Design



SEO



Agile Development



RECENT WORK EXPERIENCE

User Experience Designer and Marketing Coordinator

Big Brothers Big Sisters | Hamilton, ON

2022

- Designed to improve customer experience on online platforms for implementation in Halton and Hamilton as well as Canada-wide.
- Conducted market research with intent to spread the brand name and find ways to bring in more stakeholders within the region.
- Improved learning with a variety of software and supported a collaborative space and positive culture between colleagues within the company.

Housekeeping During the Pandemic

Sunset Inn | North Bay, ON

2020-2021

- Cleaned and maintained rooms, bathrooms, and storage rooms to create a sanitary and pleasant environment for customers.
- Maintained and gardened property to ensure a welcoming environment for customers.
- Dedicated to providing a collaborative team work environment by advocating during high-stress periods

Sole Proprietor of The Create Crate

Summer Company Entrepreneurship Program | North Bay, ON

2019

- Created personal business related to providing art supplies to families and children.
- Promoted and advertised services in order to market business while pitching ideas to the public through Facebook, Instagram and in person environments.
- Participated in tradeshow to showcase business to grow brand name while working with the community to develop product to their needs.
- Controlled finances, receipts, cashflow statements, marketing, and branding to help develop a reputable and respectable business.

EDUCATION HISTORY

Bachelor of Design: User Experience Design | Wilfrid Laurier University, ON

2021 - Present

- Business Technology management Option

Ontario Secondary School Diploma | West Ferris Intermediate-Secondary School, ON

2014-2020

- Business Specialist High Skills Major and Arts Student

AWARDS & ACCOMPLISHMENTS

- WLU 2022-2023 recipient of The Walter Metzger Memorial Bursary Fund Scholarship
- WLU Grade-Based Scholarships 2021-2022 (90+)
- WFSS Class Valedictorian 2020
- Ontario Scholar
- Honour Roll student
- Lion's Heart Award for Empathy and Inclusion

REFERENCES

Natalie Michlewicz

Manager of Communications
Big Brothers Big Sisters of Halton
and Hamilton
905-525-3860 x310
Natalie.Michlewicz@bigbrothers
bigsisters.ca

Kennedy Horton

Program and Event Coordinator
TBCNPS
705-493-3338
khorton@tbcnps.ca

Chetan Patel

Business Owner
Sunset Inn North Bay
Work: 705-472-8370
Cell: 705-492-0175
stay@sunsetinn.ca