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| **NATASHA ADU MOSES** | London  07802 819 582  natasha.adu1@gmail.com  [https://n-adu.github.io/portfolio/](# https://n-adu.github.io/portfolio/) |

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| **PERSONAL**  **STATEMENT** | A degree educated career changer with over ten years of experience in Retail, Business Administration and Customer Services. I am passionate & enthusiastic about starting a new career as a Junior UX Designer and have taken the appropriate steps to gain knowledge in user-centered design. My previous work experience has equipped me with a range of transferrable skills that I feel would be beneficial in my new career. I am eager to build upon my new skill set and work towards becoming a fully-fledged UX professional.  **Available Immediately** | | | |
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| **KEY SKILLS** | * HTML5 | * Web Development | * Communication |
| * CSS3 | * Wire Framing/Mock Ups | * Empathy |
| * JavaScript | * Prototyping | * Time Management |
| * Microsoft Office | * Administration | * Organisation Skills |
| * Visual Studio Code | * Project Management | * Problem Solving |
|  | * Figma | * Customer Service | * Attention to Detail |
|  | * UX Design | * Research | * Team Work |
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| **QUALIFICATIONS** | **BA Arts Management, 2.1.** Middlesex University (June 2015)  **Key Modules:**   * Business Consultancy * Marketing and Entrepreneurship   **Accomplishments:**   * Achieved the highest ever score (99%) for the Business Consulting module which resulted in an offer of employment   **Certificate: Access to High Education** Waltham Forest College (July 2007)  **GCSE’s: 8 Qualifications graded A to C** Albany Secondary School (June 1999) | | | |
| **TRAINING & CERTIFICATES** | **UX Design Professional Certificate** Google, Remote(Aug 2021 - Present)  **Key Modules:**   * Foundations of User Experience Design * Start the Design Process: Empathise, Design & Ideate * Build Wireframes and Low-Fidelity Prototypes * Conduct UX Research and Test Early Concepts   **Web Development Bootcamp** Cheetah Codes Academy (Aug 2021)  **Accomplishments:**   * Successfully designed and developed a web development portfolio complete with personal projects   **Certificate: IT User Skills** Code Nation (July 2020) | | | |
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| **PROFESSIONAL EXPERIENCE** | **VIRTUAL ASSISTANT – FREELANCE** *AUG 2020 TO DATE*   * Using freelancing websites to cater for businesses with administration/web development needs * Managing and optimising paperwork to ensure the smooth running of my client’s business operations * Suggesting/discussing appropriate options, and meeting and managing expectations * Interpreting, clarifying and translating requirements into tailored solutions within deadline/budget   **TRAINEE SOFTWARE DEVELOPER – CODE NATION** *JUL 2020 TO AUG 2020*   * Working in a team to design, develop and implement new software solutions for consumers * Applying UX design principles to projects to produce user-friendly designs * Taking ownership of the design process by producing wireframes & prototypes for potential websites/applications * Troubleshooting, testing and analysing new/existing software to improve user experience   **DOCUMENT CONTROLLER [TEMP] – MITIE** *JUN 2019 TO DEC 2019*   * Itemising and storing data in accordance with company and Government regulations * Utilising spreadsheets and company databases to create & maintain documents * Processing the paperwork of multiple clients simultaneously * Delivering efficient project assistance, as requested by management.   **DEC 2018 – MAY 2019: Employment Gap: Career break to care for sick parent**  **OFFICE ADMINISTRATOR – MULIER CARE SOLUTIONS** *JUN 2016 TO DEC 2018*   * Providing a warm and friendly welcome to all guests and visitors on-site, ensuring they are directed to the relevant member of staff * Responding to telephone, email and website contact form inquiries * Submitting timely reports and prepare presentations and proposals as assigned * Recording/filing patient data to facilitate service evaluation and continual improvement initiatives   **JUL 2015 – MAY 2016: Employment gap: newly graduated, looking for employment**  **BUSINESS CONSULTANT – PAUL WAYNE GREGORY** *SEPT 2013 TO JUN 2015*   * Conducting a holistic business assessment of a renowned luxury chocolate brand * Conducting research on client, competitors & consumers using qualitative & quantitative methods, pinpointing business strengths and weaknesses * Devising and developing functional and feasible solutions to improve customer relations and operations * Compiling and presenting a report of business performance, making recommendations for the company   **Achievements**   * Business consultancy placement resulted in the company implementing a complete rebrand of their products based on the analysis I provided   **CUSTOMER SERVICE ADVISOR – MOTHERCARE** *JUN 2012 TO OCT 2012*   * Providing consistent high standards of customer service * Maintaining a current working knowledge of all products and services * Conducting regular stock checks to identify/investigate/resolve/report damaged/erroneous/missing stock   **Achievements**   * Successfully developed the returns service and established a loyal client base by providing excellent services and quality care   **SALES SUPERVISOR – XPOSURE CLOTHING** *DEC 2008 TO MAR 2012*   * Managing the daily duties of the store and the employees * Organising shift patterns to ensure adequate staffing, planning for peak periods and phasing holidays.   **Achievements**   * Exceeded targets by £5k within the first week by executing intelligent team building exercises   **CUSTOMER SERVICE ADVISOR – B&Q** *NOV 2007 TO NOV 2008*   * Operating and reconciling tills, processing payments/refunds and authorising returns * Optimising sales and profitability of evolving product range, ‘up-selling’ and promoting new items.   **ADMINISTRATOR – STEP AHEAD** *NOV 2004 TO OCT 2007*   * Maintaining current and accurate records and data * Establishing strong external relationships with organisations to ensure positive customer outcomes were achieved | | | |