



# Pedro Conde

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Graduating in New Media Design, I am a proactive and imaginative designer with a strong foundation in customer-focused environments and a focus on digital design. With three years of customer service experience, I developed clear communication, empathy, and an understanding of user needs, skills that support effective UX/UI and visual design work. I'm detail-oriented, collaborative, and approach challenges with a solution-driven mindset, always aiming to create meaningful, user-centered experiences while continuing to grow my skillset.

## Education

*New Media Design and Web Development Diploma*

**British Columbia Institute of Technology**

Expected graduation on April 2026

## Work Experience

*Thierry Chocolates - Sales Associate & Cashier*

**October 2024 - Present**

**Customer Service:** Helped customers with clarity and empathy, strengthening communication and user-focused problem-solving skills.

**Team Collaboration:** Worked with colleagues to maintain an organized workflow, supporting clear communication and teamwork.

**Following Instructions:** Followed supervisor guidance and adapted to new tasks, reflecting attention to detail and openness to feedback.

**High-Pressure Environment:** Stayed efficient during rush hours, managing priorities and maintaining quality in a fast-paced setting.

**Time Management:** Balanced multiple responsibilities smoothly, ensuring tasks were completed accurately and on time.

*Landmark Cinemas - Cast Member*

**March 2023 - October 2024**

Although this position is similar to my current role, it provided the foundation for my communication, empathy, and organizational strengths. It played a key part in shaping the user-centered mindset I bring to design today and allowed me to develop skills that I continue to refine in my current work.

## Technical Skills

Adobe Creative Suite · Figma · Canva · HTML/CSS · Wireframing & Prototyping · Brand Identity & Style Guides · Interactive Design · Design Systems · Motion Graphics Basics · Illustration (Hand-drawn & Digital) · Digital Communication & Marketing

## Professional Skills

User Empathy · Communication · Problem Solving · Team Collaboration · Time Management · Adaptability · Attention to Detail · Fast-Paced Efficiency

## References

**Mariana Cunha**  
Store Manager at Thierry Chocolates Alberni  
(604) 862-8129

**Alliana Fae Aripuddin**  
Supervisor at Thierry Chocolates Alberni  
(604) 362-3239