

RYAN MERKLEY

3A Global Business and Digital Arts
20610556

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SKILLS SUMMARY

- 3 years' experience with Adobe Creative Cloud applications developed through digital media and graphic design courses
- Experience with wireframing and prototyping with emphasis on user experience
- Knowledgeable in Hypertext Markup Language and Cascading Style Sheets
- Active listening skills developed through problem resolution and feedback
- Excellent communicator with great time management skills
- A team player, self starter and fun to be around

EDUCATION

Candidate for Bachelor of Arts, Global Business and Digital Arts,
University of Waterloo, Waterloo, Ontario Sept. 2015 - present

- Dean's Honours List, University of Waterloo 2015 - 2016 and 2016 - 2017
- English Proficiency Test, University of Waterloo Sept. 2015

Relevant Assignment:

Website Brand Development, Digital Imaging for Online Applications Jan. – Feb. 2017

- Effectively used Adobe applications to create wireframes and prototypes to obtain user feedback
- Led a team of 5 to develop a website and mobile app by setting goals and measuring results
- Confidently presented prototype websites to 43 peers, received an overall grade of 89%
- Practised key concepts of problem solving through developmental stages of design

Relevant Courses:

- User Experience Design - Introduces basic principles and practices of user experience design
- Applied Leadership and Management - Introduces necessary people skills to effectively lead and manage a team

WORK EXPERIENCE

Team Member (part-time), Sobeys, Waterloo, Ontario Sept. 2014 – Sept. 2017

- Successfully handled stressful situations while maintaining customer satisfaction
- Demonstrated the ability to work collaboratively by communicating openly as well as attentively listening to feedback
- Exhibited time management skills by creating action plans and organizing daily routines to ensure tasks were completed in a timely manner

VOLUNTEER EXPERIENCE

Volunteer, Waterloo Grand River Kinsmen, Waterloo, Ontario

Sept. 2010 - present

- Volunteer for Cystic Fibrosis, Lou Gehrig's disease, Cancer and other fund-raising walks and barbecues
- Routinely interacted with multiple customers, listening and supporting the service
- Consistently enhanced customer satisfaction through resolution of conflicts and issues
- Organized layout designs and delivery of product and services

AWARDS & SCHOLARSHIPS

- **Vesuvius North America Scholarship,** Vesuvius North America 2016 & 2017
 - Assessed on the applicant's grades, volunteerism, goals and aspirations
- **Ontario Scholar,** St. David Catholic Secondary School Jun. 2014
 - Awarded to those with an average of 80% or greater in their six best Grade 12 courses
- **Business Certificate,** St. David Catholic Secondary School Jun. 2014
 - Awarded to those with an overall course average of 70% or greater in a minimum of five Business/Information Technology courses.

ACTIVITIES & INTERESTS

- **Arts Student Union Member,** University of Waterloo, Waterloo, Ontario, Sept. 2016 – Dec. 2016
 - Co-designed T-shirts to promote the Arts Student Union
 - Participated in fundraising events to encourage students in varying faculties to volunteer for the Arts Student Union
 - Sold out all T-shirts during first promotional event
- Self-taught Hypertext Markup Language and Cascading Style Sheets programming, Summer 2017
- Enjoy web design, animation, video gaming and computer programming