

Ryan Merkley

3A Global Business and Digital Arts | 20610556 | R2merkle@edu.uwaterloo.ca

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 HTML and CSS
- Exceptional technical aptitude and knowledgeable in various PC programs, including Microsoft Word, PowerPoint, Excel and Adobe Acrobat
- 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, ON.

September 2015 - present

Accomplishments

- Dean's Honours List, University of Waterloo
- English Proficiency Test, University of Waterloo

2015-2016 & 2016-2017
September 2015

Relevant Assignment

Website Brand Development, Digital Imaging for Online Applications

January - February 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)

September 2014 – September 2017

Sobeys, Waterloo, ON.

- 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
- Provided customer support by answering questions, making recommendations, and solving customer concerns, exhibiting the importance of a client-centric approach

Volunteer Experience

Volunteer

September 2010 - Present

Waterloo Grand River Kinsmen, Waterloo, ON.

- 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 **June 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 **June 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** **September - December 2016**

University of Waterloo, Waterloo, ON.

 - 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 HTML and CSS programming **Summer 2017**
- Enjoy web design, animation, video gaming and computer programming