Shawayne Powell

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Creative with a Strong Drive to Succeed

Summary of Qualifications

- 4 years of experience working in web development with the ability to use designing software, delivering responsive, cross-browser compatible and accessibility compliant websites while achieving 19% faster load time than industry average
- Ensuring that website design, layout, and coding is optimized for search and ensure consistent standards of SEO
- Recognized for team leadership demonstrated by driving projects forward as development team leader
- Experience in developing responsive websites using various technology such as bootstrap, Shopify, Wordpress
- Excellent in producing stunning visual elements of web applications by translating UI/UX design wireframes into code while producing high quality, reusable markup using HTML5 and CSS3
- Developed code following common security practices and development design patterns
- Excellent communicator, problem solving, time management, interpersonal skills gained by contributing to team success through hard work, attention to detail & excellent organizational skill

Technical Skills

Design Tools	Wireframing, Prototyping (low and high fidelity), Mockups, Storyboarding Information Architecture
UX Research	Empathy Maps, Personas, User Stories, Journey Maps, Competitive audits Affinity Diagrams, Usability Studies, Usability Testing
Project Management	Agile, Waterfall, SCRUM
Applications	Figma, Adobe XD, Adobe Photoshop
Languages	*Python, SQL, Javascript, CSS3, HTML5, SCSS/SASS*

Education & Certifications

Google UX Design Program   **Expected 2022**

NPower Canada │ Toronto, Ontario

14-week in-class training with hands-on experience including:

- Gain understanding of foundational UX Design concepts, including user-centered design, the design process, accessibility, and equity-focused design
- Understand users' needs and pain points by developing personas, user stories, empathy and journey maps
- Conduct competitive audits to identify usability issues and ideate solutions that resolve user problems
- Organize applications and content flow by implementing information architecture basics and principles
- Plan a UX research study by determining research goals, formulating research questions, identifying key performance indicators, methodologies, and participants
- Create affinity diagrams to organize and analyze research data, synthesize research observations, and modify low fidelity prototypes based on research findings
- Share research insights by developing persuasive presentation skills that appeal to project stakeholders

- Apply visual design principles and systems to organize, standardize and enhance designs
- Build wireframes, mockups, low and high fidelity prototypes with Figma and Adobe XD to demonstrate design and simulate functionality of websites and applications
- Participate in design sprints, feedback and critique sessions to continually implement design iterations
- Implement progressive enhancement and graceful degradation approaches to design across all devices

Front End Web Development Certification **Expected 2022**

TeamTreeHouse │ Vancouver, BC

- Build beautiful, interactive websites by learning HTML, JavaScript and style websites with CSS and responsive layouts.
- Develop an understanding of different use cases for CSS Grid and Flexbox, and structure the layout of a web page using grid columns and rows
- Use JavaScript to control a webpage. Learn what the Document Object Model (DOM) is, and use JavaScript and the DOM to dictate page content and interactions
- Develop an understanding of how to use build tools, such as Webpack, for automating build tasks. Create CSS variables with Sass and configure Webpack to use Sass controlled stylesheets.

Bsc. In Computer Science **August 2016**

University of Technology│ Kingston, Jamaica WI

- Computer Courses: Web Design; Computer Programming

Work Experience

Web Developer **Nov 2017 - Current**

Freelancing │ Langley, BC

- Developed many e-commerce platforms for private companies seeking an online presence and assisted with online sales and reports in retail and construction.
- Developed and maintained website front-end functionality for many different clients located in various provinces across the country.
- Took over existing sites to complete work started by another developer. E-commerce websites that were designed using shopify, wordpress and wix. Worked on numerous enhancements since the initial project was completed.
- Conducting testing of websites across all major browsers to ensure quality and consistency throughout.
- Developed UI/UX strategies that include wireframes and mockups and for small and medium-sized enterprises.

Technical Support Agent **May 2021 - Nov 2021**

Telus Health │ Surrey, BC

- Perform first-level support for all incoming calls, emails and tickets from TELUS Health clients
- Document, troubleshoot and resolve issues through the internal ticketing system and determine severity of issues and prioritize resolution/escalation
- Manage, resolve, and/or escalate all incoming phone calls, emails, and tickets received, while maintaining the highest degree of professionalism and service

- Follow up with customers, walk customers through problem solving process, provide feedback and see problems through to resolution
- Demonstrate excellent customer service skills and exceed customer expectations

Telecommunication Technician   **Mar 2019 – May 2021**
Telus │ Surrey, BC
- Install, terminate, test and maintain copper and fiber optic voice and data cabling infrastructures.
- Completed installations, maintenance and testing of voice, data and fiber optic cabling.
- Install, test, troubleshoot and repair voice, data, coax and fiber optic networks.
- Install, maintain and repair Optik TV, high-speed internet, home phone and business communications services.
- Excelled in complete customer satisfaction through on-time service and expert technical support.

Installer   **Feb 2018 - Jan 2019**
Centra Windows, Exteriors, Restorations │ Langley, BC
- Operated tools, equipment and machinery according to safety standards.
- Installation of interior and exterior finishing of patio doors and windows.
- Maintained compliance with company standards to perform all maintenance activities.
- Keep site work safe and in line with budget, schedule and applicable building codes.
- Installed complete windows and patio doors at new residential and business construction sites.

Drop Technician   **Mar 2017 - Jan 2018**
RH Construction - Telus │ Vancouver, BC
- Install, terminate, test and maintain copper and fiber optic voice and data cabling infrastructures.
- Pulled direct burial Cat6 and fiber optic cables through manholes and underground conduits.
- Arranged and coordinated projects for copper/fiber optic cable provisioning and implementation.
- Initiated installation of cabling and fiber optics wiring and performed hot cuts
- Maintain records and keep logs up-to-date