

# C.J. Cline

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*I am an experienced customer service professional looking to pivot into UI/UX design after making the transition onto a design team in collaboration with our technical development team. I am passionate about creating and always learning, having recently completed MOOCs in UI/UX design, and am looking to continue to develop my skills.*

## PROFESSIONAL EXPERIENCE

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### WORLD CINEMA INC.,

Houston, TX

Creative Assistant

Jun 2020 - Apr 2022

- Coordinated with hospitality clients to create digital signage and menus that aligned with brand standards.
- Collaborated with cross-functional stakeholders, including software engineers to implement designs from proprietary and public software products.
- Worked with a team of designers to create new designs for customer's digital documentation.
- Integrated customer feedback and design requirements into the creative design solutions for our clients.

Network Analyst

Apr 2013 - May 2020

- Communicated daily with customers to address their needs and ensure our client's pain points in order to maintain a high level of customer service amongst a team of analysts.
- Empathized with customers to document the customer experience and proactively communicate issues to internal technical teams.
- Participated in a rotational on-call support to identify and resolve outstanding customer issues.
- Analyzed and performed troubleshooting on the company's products to find suitable solutions, seeking expert advice where appropriate.

## SKILLS

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- **Software:** Adobe Suite (Illustrator, Photoshop, Adobe XD), Google Workspace, Microsoft Suite
- **Programming:** HTML/CSS/JavaScript (React), Version Control (Git, Github)

## CONTINUED LEARNING

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### The Complete 2022 Web Development Bootcamp, Udemy

Mar 2022

- Completed 16 web development projects to learn Javascript, React, and Node.
- Credential ID UC-b5386185-0f7a-42b7-8d44-bd7ac9649ba

### React.js Essential Training, LinkedIn

Aug 2021

- Learned React best practices, modern syntax, and use of Chrome developer tools.

## PROJECTS

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### FrontEnd Mentor Projects

Nov 2021

- Utilized design documentation & images and converted them into functioning mobile friendly web pages using the Bootstrap framework for a space tourism website.

## EDUCATION

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### Rochester Institute of Technology, Rochester NY

2009-2011

- Relevant Coursework: Advanced 3D Modeling and Techniques

### Morton High School, Katy TX

2009