

Annie G. Bae

UI/UX Designer

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Profile Summary

Creative and organized professional who has pursued professional development opportunities since completing a Bachelor's in Economics in 2018. Insightful thinker who simplifies the customer journey to increase sales and satisfaction. Excellent written, verbal and presentation skills. Passionate about creating designs to engage candidates and new hires.

Core Expertise & Skills

UI Experience | UX/UI Design | Creative Thinking | Attention to Details | Team Management | User Centric | Figma | Miro | Invision | Prototyping | User Testing | Wireframing | AB Testing | Guerrilla Testing

Education & Relevant Experience

UI/UX Design Certification, Georgia Institute of Technology University | 2022

- ✓ Revamped Goodwill's Online Thrift Shop to align with the brand and improve the customer experience.
- ✓ Designed a BRTR App (bartering) that assured the quality of the products and users matched expectations.
- ✓ Created the Betterfly App prototype for frugal travellers with an associated rewards program.

thefacilitator.io: Consulted on the website design to improve the overall user experience.

Professional Experience

Real Estate Agent | Better Real Estate

November 2021 – March 2022

- ✓ Facilitated the home buying process, developed sales from leads and sold a \$500K+ home within a month.
- ✓ Worked with mortgage professionals, title clerks, attorneys and clients to ensure all documentation was completed.

Office Coordinator | Express Employment | Norwood, MA

February 2021 – August 2021

- ✓ Performed administrative tasks including data entry, filing, and scheduling appointments.
- ✓ Greeted walk-in prospects and followed up on leads generated online or through the company's systems.

Manager | GAP, Inc.

August 2018 – January 2021

Manager of Daily Operations | Banana Republic | Boston, MA

Manager of Customer Operations | Old Navy | Vestal, NY

Sales Manager | Banana Republic Factory | Vestal, NY

- ✓ Hired and trained new staff, set schedules and planned humanitarian events in the community.
- ✓ Drove sales and profits by mentoring poor performers, and achieved the #2 slot for credit card sign ups in Boston.
- ✓ Provided exceptional customer service, and resolved complaints quickly.
- ✓ Met with the district managers to understand company priorities such as promoting credit card accounts.
- ✓ Reorganized store inventories to pass safety audits, and managed operations during pandemic challenges.
- ✓ Created a new employee onboarding checklist to ensure that managers were providing consistent training.

Assistant Manager | Dan's Marine Resort | Merizo, Guam

December 2014 – August 2016

- ✓ Managed retail operations at a busy tourist location, sold beach items and provided customer care.
- ✓ Added new beach clothes and towels to the store inventory which sold out within two months, increasing profits.

Education

Licensed Real Estate Sales Agent (Massachusetts and Georgia), Freedom Trail Realty School | 2021

Code of Ethics Certification, National Association of Realtors | 2021

Bachelor of Arts in Economics, Binghamton University | 2018