

Christi Weir

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PROFESSIONAL PROFILE

I am a UX/UI designer with a focus on user-centric design. I have skills in creative problem-solving, active listening, and empathy. My background in Psychology gives me insight into human behavior and has motivated me to switch to the UX/UI field.

EDUCATION

Certificate in UI Design

Career Foundry

Master of Business Administration

Southern New Hampshire University

Bachelor of Arts in Psychology

The Pennsylvania State University

PROFESSIONAL EXPERIENCE

Freight Forwarder, DSV Air & Sea, Pittsburgh, PA (Formerly Panalpina)

March 2018 - Present

- Managed global and local accounts, using problem solving to ensure consistent level of service for clients. Utilized extensive knowledge of US customs regulations, trade policy, and company initiatives to meet the client's needs, leading to continued business partnerships.
- Consistently maximized profits on every shipment by negotiating rates with vendors, seeking most cost-effective trade lanes, and coordinating with overseas colleagues to ensure timely departures of cargo.

Extended Coverage Coordinator: Customer Service, Smith Transport, Roaring Spring, PA
March 2018

June 2016 -

- Spearheaded implementation of new supply chain processes that contributed to the success of high-revenue peak season business with Amazon
- Maintained consistent customer service outside of business hours, utilizing a wide range of knowledge of specific accounts, driver management, and US Department of Transportation regulations.

Financial Service Associate, First Commonwealth Bank, Altoona, PA

July 2015 -

June 2016

- Built strong relationships with customers through the use of active listening to tailor my advice to their individual needs increasing customer satisfaction
- Navigated multiple cross departmental systems to effectively execute customer sales with a high degree of accuracy

Head Server/Certified Trainer, Outback Steakhouse, Altoona, PA

Jul 2012

– Oct 2016

- Facilitated the establishment of a consistent company culture in employees through proper training and delivery of company procedures
- Motivated employees during one-on-one sessions identifying areas of success and opportunity leading to improved overall performance

Therapeutic Staff Support, Alternative Community Resource Program, Altoona, PA

Aug 2012-

Aug 2013

- Provided support to behavioral services counselors to monitor and ensure success of client's treatment plan.
- Conducted outreach activities for parents in the school community to increase knowledge surrounding mental health issues and connected students with additional support services in the community

PROFESSIONAL AFFILIATIONS

Member, National Success and Leadership Society

September 2018- Present

Member, Alpha Lambda Delta Honor Society

April 2012- Present