

# Christi Weir

UX/UI Designer  
Pittsburgh PA

## Contact

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[Portfolio](#) | [LinkedIn](#)

## Education

**Certification, UI/UX Design**  
Career Foundry, 2020-2021

**M.S. Business Administration**  
Southern NH Univ., 2016-2018

**B.A. Psychology**  
Penn. State Univ., 2008-2012

## Skills & Tools

Sketch  
Figma  
Adobe Suite  
HTML  
CSS  
User Research  
Project Strategy  
Prototyping  
User Testing  
Visual Design  
User Flows  
Visual Design  
Style Guides

## Profile

UX/UI designer with a background in psychology and business administration. Experienced in creative-problem solving and communication. On a mission to bring empathy and a user-centered focus to design to improve the lives of people through technology.

## Experience

### Freight Forwarder

DSV Air & Sea (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.

### Customer Service

Smith Transport | June 2016 - March 2018

- 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 | 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 | July 2012 - October 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 | August 2012 - July 2016

- 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