

# EMILY HICKS

WEB & UX DESIGN | WEB DEVELOPER

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Angier, NC

## PROFESSIONAL SUMMARY

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Motivated and detail-focused student in Web & UX Design/Web Development, possessing a solid background in crafting visually compelling and user-centric digital experiences. Skilled in an array of programming languages and design tools such as HTML, CSS, JavaScript, and Adobe Creative Suite. Capable of transforming creative concepts into practical and responsive websites, with a dedication to maximizing user engagement and satisfaction.

## SKILLS

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|--------------|---------------------|-------------------|
| • HTML       | • Graphic Design    | • Wireframing     |
| • CSS        | • Web Scripting     | • Prototyping     |
| • JavaScript | • Programming       | • Communication   |
| • UI/UX      | • Responsive Design | • Problem Solving |

## EDUCATION

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### Wake Tech Community College

2022-2025

#### AAS Web & UX Design

- Currently pursuing a Web & UX Design degree with a focus on creating and maintaining high-quality responsive websites. Developed expertise in UX design principles, including user empathy, wireframing, and design research. Proficient in HTML, CSS, JavaScript, UI/UX methodologies, web analytics, social media, and internet marketing strategies.

### Wake Tech Community College

2022-2025

#### AAS Web Developer

- Pursuing a dual degree in Web Development, specializing in information technology for effective information dissemination. Coursework covers web design, scripting languages, database management, e-commerce, content systems, mobile app development, and UI/UX principles. The program provides hands-on experience with industry-standard software and cutting-edge technologies. Upon completion, ready for versatile roles in web design, programming, development, and services across various fields.

## EXPERIENCE

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### **Medlin-Davis**

2021-2022

#### *Service Associate*

- Managed order processing, ensuring accuracy and timeliness while handling customer inquiries via phone and in-person interactions.
- Proficiently handled payments and cash transactions, maintaining meticulous records for financial accountability.
- Entrusted with store opening and closing procedures, maintaining a secure and organized environment.
- Facilitated the establishment of new business accounts, demonstrating adeptness in fostering client relationships.
- Collaborated closely with the owner, contributing to operational efficiency and seamless business processes.

### **Allstate Insurance Co.**

#### *Licensed Agent*

- Provided comprehensive service to existing accounts, ensuring client satisfaction through attentive and personalized support.
- Conducted effective sales presentations, promoting insurance products tailored to client needs, resulting in consistent sales growth.
- Spearheaded the onboarding process for new accounts, efficiently managing documentation completion and submission to expedite client coverage.
- Actively engaged in daily team debriefs, sharing insights, and contributing strategies that bolstered team performance and cohesion.
- Initiated and maintained proactive communication channels with clients, fostering long-term relationships built on trust and reliability.
- Demonstrated self-motivation and discipline in a remote work setting, consistently meeting or exceeding sales and service targets.
- Received commendations for exceptional service and proactive contributions, recognized as a valuable team member.

### **Target**

2020-2021

#### *Specialty Sales Associate*

- Orchestrated compelling in-store presentations to elevate the guest experience and facilitate quick and easy self-discovery of style, ensuring a vibrant atmosphere.
- Proactively engaged with guests on the sales floor and in fitting rooms, meeting their needs promptly and creating a welcoming environment.
- Leveraged store tools to comprehend key metrics, sales goals, inventory levels, and guest traffic, adapting daily workload to meet business and guest priorities.
- Demonstrated expertise in retail fundamentals, including departmental sales trends, inventory management, pricing strategies, and visual merchandising, ensuring a guest-first culture across the store.