

# Helen Webb

My Portfolio: <https://helenwbb.github.io/portfolio-website/index.html>

## Education

**CareerFoundry — UI/UX Certification with Frontend Development Specialization**

**JUNE 2020 - May 2021**

Online certification classes for UI/UX design.

**George Mason University — Bachelor's of Science Degree in Marketing**

**AUGUST 2015 - DECEMBER 2017**

Graduated within the top 10% of all Business Majors.

Overall GPA: 3.7

**Northern Virginia Community College — Associate’s Degree in Business Administration**

**AUGUST 2012 - MAY 2014**

Overall GPA: 3.7

## Work Experience

**Marriot Dulles Airport — Events and Sales Administrative Assistant**

**SEPTEMBER 2019 - MARCH 2020**

- Answered and transferred sales phone calls to sales team members as part of the Sales and Events team.
- Provided customer service by answering customer inquiries about events in in-person meetings on property and on the telephone.
- Hosted property tours for potential and existing clients to win businesses for the ongoing and new fiscal year.
- Worked in collaboration with both Sales and Events teams to strategize business goals and plans for the current and upcoming fiscal year.
- Communicated current property promotions (for holidays and special packages such as weddings, proms, and religious ceremonies) and complementary products (such as bulk menu rates etc.) to customers to increase sales.

**Nordstrom Rack — Customer Service Team Member**

**AUGUST 2018 - SEPTEMBER 2019**

- Answered and transferred store phone calls as part of the Customer Service team.
- Provided customer service by answering customer inquiries about merchandise.
- Communicated in-store promotions and complementary products to customers to increase sales.
- Completed purchases and returns transactions at the register in a timely manner.
- Supported all co-workers and treats them with dignity and respect.
- Advocated the benefits of Nordstrom Rewards and Nordstrom Credit Cards to customers.

**DSW Inc. — Sales Associate**

**OCTOBER 2015 - APRIL 2016**

- Organized merchandise layouts to best serve customers on the sales floor.
- Answered customer inquiries via in-person and on the phone.
- Operated store register to complete customer transactions.

**Homegoods Inc. — Temporary Stock Clerk**

**JUNE 2012 - JULY 2012**

- Executed new product layouts on the floor to enhance summer sales.
- Organized clearance sections of the store to draw in customer interest.

## Skills and Tools

**Skills:**

Proficient in HTML, CSS, and JavaScript  
Creating Rapid Prototypes  
Develop Low, Mid, and High-Fidelity Wireframes and Mockups  
Preparing Style Guides  
Building and using Premade Libraries  
Adhering to UI design standards for iOS and Android  
Implementing design hierarchy  
Designing responsive grids  
Cohesive branding

User Research and User Testing  
Qualitative and Quantitative Research

Customer Service  
Team Player  
Organization

Procuring Contracts  
Event Planning  
Merchandising Displays

**Tools:**

Adobe XD  
Atom  
Photoshop  
Lightroom  
IBM SPSS Statistics  
Google AdWords  
Microsoft Office

## Certifications

**Introduction to UI / UX Design** - CareerFoundry - Jun. 29th, 2020.

**UI Immersion** - CareerFoundry - Jan. 28th, 2021.

**Frontend Development for Designers** - CareerFoundry - Mar 3rd, 2021.

**Google AdWords Essentials** - Google - Completion ID: 13996708.