

IAN ADAMS

**640 W Wrightwood Ave Apt 209
Chicago, IL 60614**

828.699.4071

ianfranceadams@gmail.com

SUMMARY

Currently studying (since March 2017) user experience and user interface design in an innovative, online, mentor-driven program through Bloc (www.bloc.io). Greatly interested in the overall user-centered design process, particularly the research, discovery, and prototyping phases, which inform final products well-tailored to user needs.

Bachelor's Degree from the University of Minnesota, coupled with two years of experience in customer service and one year of experience as a regional tank truck driver. Recognized by management for efficient and courteous manner in delivering service to professional clients. Careful attention to detail has resulted in minimizing errors and in timely resolution of problems.

EXPERIENCE

INSTACART, Chicago, IL
present

2017 -

Online grocery delivery service.

Full Service Shopper and Delivery Driver

Responsible for efficient and courteous delivery of groceries from various store locations to customers throughout Chicago's northern and central neighborhoods.

- Quickly and accurately shop for customers' requested items using Instacart's Shopper mobile application. Communicate with customers as needed regarding replacements and refunds.
- Pick up bags at store locations from other Instacart shoppers using barcode scanner in mobile application and deliver to residences and businesses using personal vehicle. Ensure product is kept at proper temperature and otherwise free of damage or contamination.

SCHNEIDER BULK CARRIERS, Gary, IN

2015 - 2017

One of the largest privately held truckload carriers of bulk chemicals in North America.

Tanker Driver

Responsible for the safe and efficient delivery of various chemical products throughout the eastern United States and Canada. Multiple deliveries per week over 1500-2000 miles of driving.

- Utmost emphasis placed on safe, defensive driving, skillful use of bulk chemical equipment, and incident-free transfer of product.

- Substantial attention given to time management, observance of USDOT regulations, and effective communication with dispatch through timely paperwork transmission and use of in-truck satellite technology.

TRUST RISK MANAGEMENT SERVICES, Chicago, IL
- 2015

2013

Specialized professional liability insurance plan administrator with a client base of over 30,000 doctorate-level psychologists and mental health professionals throughout the United States.

Customer Service Representative

Responsible for the delivery of services, including processing payments, renewals, change requests and other questions and/or problem resolution.

- Carefully and accurately data-enter up to 40 renewal applications and 20 verifications of insurance per week.
- Handle as many as 150 inbound calls per week, responding to coverage questions and providing advice on changes to individual or group practice policies.
- Place 100+ outbound calls per week, requesting payments or other pending items to finalize policy renewals or endorsements.
- Efficiently route and respond to over 80 e-mails weekly, addressing inquiries and processing policy information

ODEGARD HARVESTING, Whitetail, MT

2012 - 2013

Custom grain harvesting company, serving farms throughout the grain belt from Texas to Montana.

Combine Crew Member

Accepted position out of college, working 10-12 hours per day harvesting 100-150 acres and 20+ tons of grain per hour.

EDUCATION / OTHER

Current Designer Track Student at Bloc, anticipated date of completion July 2018
 Bloc's Designer Track (www.bloc.io) is an online, project-based apprenticeship under the mentorship of a UX/UI professional with a focus on UI design, UX research and documentation, user testing, coding and deployment of desktop and mobile applications.

Bachelor of Arts in Music, University of Minnesota, Minneapolis, 2012
 Undergraduate Study in Guitar Performance, University of North Carolina School of the Arts
 (UNCSA School of Music Merit Scholarship)

Member, Foothills Guitar Quartet, UNSCA School of Music, Winston-Salem, NC
 Chamber Musician, Bowdoin International Music Festival, Brunswick, ME

