

about

An aspiring UX/UI Designer and Front-End Developer in the Digital Design and Web Development program at BCIT. Through my education, I have been developing a solid foundation in interactive and dynamic applications through various digital media platforms. Innovation drove me to immerse into an industry that encourages creativity and systematic planning to build web and mobile applications, which is suited for a person of routine like myself.

competencies

Software

Sketch
InVision
WordPress
Adobe CC

Skills

HTML5/CSS3/JavaScript
Wireframing
Prototyping
User Research & User Testing
Web & Mobile App Design
UX/UI Design
Visual Design
Branding
Animation

work experience

ROVE CONCEPTS

Customer Care Associate

Oct 2017
- Sept 2018

- + Proficiently communicate to customers through live chats, emails, and over the phone while handling customer inquiries with professionalism and superior customer service skills
- + Efficiently managed tickets from customers regarding their order claims and de-escalating sticky situations
- + Utilized multitasking and problem solving skills with the ability to communicate effectively, in both verbal and written communication
- + Applied knowledge of products and exercised empathy in order to serve customers

ARITZIA

Style Advisor, Cashier

Dec 2015 - Jul 2017
Nov 2018 - Jan 2019

- + Maintained a minimum \$500 SPH (sales per hour) every shift and above-average KPIs through capture rate
- + Managed organization, receipt, and shipments of customer and inter-store transfers
- + Monitored and maintained inventory levels and reconciled discrepancies in inventory
- + Trained and overlooked new employees on operational standards and clerical duties
- + Identified the needs of customers, tailoring to their style and building relationships to exceed their expectations
- + Supported store maintainance to ensure an enjoyable atmosphere while exerting confidence in a fast-paced, customer-centric environment

education

British Columbia Institute of Technology

Expected Graduation - May 2020
Digital Design and Development Diploma

British Columbia Institute of Technology

2015 - 2017
Interior Design Certificate