

Jessica Piper

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SUMMARY

A User Experience major with a passion for creating user friendly websites using HTML, CSS, and JavaScript. Experience using tools such as Github, Figma, and Balsamiq to create fixed and responsive websites.

EXPERIENCE

Starbucks, Anthem AZ — Shift Supervisor

August 2019 - January 2025

- Collaborated with and managed a team to provide exceptional service to up to 80 customers in a half hour.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Maintained updated knowledge through continuing education and advanced training.
- Demonstrated strong problem-solving skills, resolving issues efficiently and effectively.
- Provided support and guidance to colleagues to maintain a collaborative work environment.
- Approached customers and engaged in conversation through use of effective interpersonal and people skills.
- Worked successfully with a diverse group of coworkers to accomplish goals and address issues related to our products and services.

SKILLS

- HTML
- CSS
- JavaScript
- jQuery
- Codepen
- Figma
- Balsamiq
- Attention to detail
- Commitment to results
- Problem Solving
- Collaboration

Education

Arizona State University,
Tempe AZ — Bachelor of
Science: *Human Systems
Engineering – User Experience*

August 2020 - April 2025

Relevant Courses

- Multimedia Authoring, Scripting, and Production
- Advanced Web Markup and Scripting
- Responsive Web Development
- Product Design and Evaluation
- Information Design and Usability