





JERRY WOOLRICH

UX & UI Designer



CONTACT

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SKILLS

- Competitor analysis
- Wireframing
- UI/Prototyping
- User flows
- Style guides
- High Fidelity Design
- User research/testing
- Graphic design/Illustration
- Team management
- Customer service
- Teaching

TOOLS

- Figma
- Adobe XD
- Photoshop
- Illustrator
- InDesign
- Salesforce
- Slack




EDUCATION

-  **UX/UI Design Certificate**
Careerfoundry - Online
April 2022 - Ongoing
-  **TEFL Certificate**
TTMadrid - Madrid, Spain
September 2014 - October 2014
-  **Illustration (FETAC level 6)**
St. Johns Central College - Cork,
Ireland
September 2013 - May 2014
-  **Graphic Design (FETAC level 5)**
CSN - Cork, Ireland
September 2010 - May 2011

PROFILE

UX/UI Designer with a strong background in Graphic design, teaching and customer service. Highly skilled at empathising with people and creating user-centric design solutions. Flexibility in various fields has allowed for a comprehensive understanding of a client's wants and needs by executing concepts in a clear and visual manner.

EXPERIENCE

-  **Freelance Graphic Designer | 2020 - Present**
Redheaven Design, Lismore, Ireland
 - Developed creative designs for marketing packages, including business documents, brochures, banners and signs. All projects frequently delivered before deadline in good time.
 - Researched trends and projected changes in Social media to increase company visibility on the company site by implementing a more modern design style increasing interactivity by 31%.
 - Cultivated contact with clients to assure quality of service and preserve relations for future business.
-  **Senior Customer Service representative | 2017 - 2019**
VRBO, Madrid, Spain
 - Informed customers of product, price and policy changes to educate on issues and resolve concerns. Maintained a 87% customer satisfaction score over 2 years.
 - Trained and directed new employees in call script use, conflict resolution and data entry practices to boost customer satisfaction ratings. Created curricula, instructions, documents and written tests for various types of training courses.
 - Developed schedules for up to 25-30 employees per shift when acting as duty manager. Scheduled employees for 9 hour shifts, taking into account customer traffic and employee strengths. By doing this, effectively increased call retention by 23%.
-  **English language teacher | 2014 - 2017**
Babelia Formacion/ Working languages, Madrid, Spain
 - Developed overall yearly curriculum for teaching English language learners based on school and national requirements to classes in a range of 4 to 20 students.
 - Designed exams to test fluency in reading, writing, speaking and comprehension of English language. Holding a student pass success rate of 79%.
 - Monitored comprehension of material among students and created re-teaching strategies to cover gaps in learning indicated by test scores and quizzes.