

Kelly Williams

kellymarjorie.github.io

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I am an energetic and enthusiastic designer, using my Bachelor of Fine Arts with my unique background working around the world to create beautiful web designs. With experience working in IT, I have the research and management skills to see projects through from beginning to end, and having recently returned from three years living and working in Japan, am seeking a challenging and rewarding position in Web Design to further my career.

Skills

Sketching
Usability testing
User research
Wireframes
Prototypes
User centric design
Visual communication

Languages

HTML
CSS3
- Sass
- Bootstrap
Javascript
- jQuery

Tools

Sketch App
Adobe Ps
Adobe Ai
Principle
Visual Studio
Git & Github
Trello
Slack

Strengths

- Excellent written and verbal communication; comfortable with presenting, interviewing and documenting technical procedures.
- Strong problem solving skills, with a persistent and creative approach to finding solutions for new and unusual issues.
- Quick at understanding and mastering new technologies and programs, being extremely motivated to continually improve my knowledge and skillset.
- Extensive experience in client facing roles - either in person, over the phone, or by email, and including researching technical needs and handling complaints.
- Strong familiarity with both Windows and OSX operating systems.
- Experience working in both lean and agile environments, and with DevOps practices.

Education

Whitecliffe College of Arts and Design

Bachelor of Fine Arts

2006 - 2009

Projects

Portfolio Page - HTML5, CSS3 with Sass and Bootstrap

<http://kellymarjorie.github.io>

Creating and maintaining web responsive portfolio page to showcase visual UI work.

Random Quote Generator - HTML5, CSS3 with Bootstrap

End user is able to pull a quote randomly from array by pressing a button, and then tweet any quote using the Twitter plug-in.

Weather App - HTML5, CSS3 with Bootstrap, jQuery, API

Automatically pulls user location to show current weather information, including wind speeds, humidity, cloudiness, and allows user to toggle between celcius and fahrenheit

TwitchTV Channels - HTML5, CSS3 with Bootstrap, jQuery, API

Lists TwitchTV accounts the "user" follows, shows online/offline status, viewer count, and allows the end user to search for other channels.

Wikipedia Search - HTML5, CSS3 with Bootstrap, jQuery, API

End user can search using keywords for any relevant wikipedia article, and also request a random wikipedia page.

Professional Experience

09/2014 - **Abroad International School** - Nagoya, Japan

03/2017 *Preschool ESL Teacher*

- Increased my class size from four in my first year to 18 with a wait list in my final year, through creating a positive learning experience based on the visual impact of design elements in the classroom.
- Recognised the importance of a great relationship with parents - identifying expectations, what they each defined as success, and maintaining consistent communication. One of the outcomes from this investigation was that I created an end of year review portfolio for each child with a heavy visual element; this was received so well it has been adopted by the school for all classrooms.
- Assisted the school management in their exchanges in English to parents when neither party were native speakers, by drafting and proofreading digital and printed correspondence.

03/2013 - **Canterbury Earthquake Recovery Authority** - Christchurch, New Zealand

07/2014 *ICT Training and Support Analyst*

- Assisted in the roll-out of CRM (Salesforce) system; I was responsible for user training and part of the team for system administration and data management, including data entry.
- Managed in-house training workshops; I interviewed employees to find out their training requirements and then planned and delivered workshops to cater to those needs.
- Worked with Project Managers and Business Analysts to provide technical support and working systems to meet their needs but still within the strict government guidelines.
- Provided administration based assistance to the EDRMS project team, which included monitoring use of

the system, assigning user permissions, and delivering new employee training.

- Supported the development of internal user guides to uplift in-house self-service capabilities.

08/2011 - | **Amey PLC** - Oxford, United Kingdom

02/2013 | *Senior IT Analyst*

- Part of the team that delivered national company workshops to unit and understand the different demands and processes of each division. This involved arranging outside professionals to provide on-site education presentations or holding Q&A seminars, as well as creating an employee platform (Sharepoint) for best practices to be shared.
- Supervised a second tier support Mobile IT helpdesk, and consistently met and raised SLA targets, surpassing previous benchmarks.
- Took ownership of the project to create and maintain process documentation, versed with the Lean method, to ensure a consistent approach for communication and issue resolution for the helpdesk team, end users, and for an external first-tier helpdesk.
- Instrumental in raising a position image of IT within the company with excellent customer service, measured by internal surveys. Nominated three times for a company customer service awards program, winning once.
- Primary liaison with company mobile service provider and multiple external mobile IT companies.
- Sole management of the company's mobile connection contract, averaging at £150,000 a month. This included asset management, monitoring costs on 8500+ connections, decision making on new contracts and procurement options, and analysing billing data and reporting back on this to different levels of management.
- Oversaw the end to end process of implementing an online mobile device billing software for over 8000 end users.
- Assisted in the mobile device appropriation for new and existing government and public service contracts.

04/2011 - | **Prego Cocktail Bar** - Darlington, United Kingdom

07/2011 | *Bartender*

08/2010 - | **Telecom (Spark)** - Christchurch, New Zealand

02/2011 | *Communication Consultant*

02/2010 - | **Madras Cafe Bookshop** - Christchurch, New Zealand

08/2010 | *Cafe Manager*

12/2008 - | **NOOD** - Christchurch, New Zealand

02/2010 | *Barista, Retail Assistant*

References

References available upon request.