KELLY WILLIAMS

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TOOLS⩔

Sketch
Adobe Ps
Adobe Ai
Principle
Visual Studio
Github
Trello
Slack

LANGUAGES⩔

HTML5
CSS3
 - Bootstrap
 - Sass
JavaScript
 - jQuery

SKILLS⩔

Sketching
Usability Testing
User Research
Wireframes
Prototypes
User Centric Design
Visual Communication

EDUCATION⩔

Bachelor of Fine Arts
Whitecliffe College of Arts & Design
Auckland, New Zealand
Graduated: November 2009

EXPERIENCE⩔

09/14 - **Abroad International School** || Nagoya, Japan
03/17 *Preschool ESL Teacher*

- Increased my class size from four in my first year, to 18 with a wait list in my last, 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 the parents - identifying expectations, what they defined as success, and maintaining a positive relationship. From this, I created an end of year "portfolio" for each child, which has now been adopted by the school for all classrooms.
- Assisted the school management in their correspondence to parents - where neither party were native English speakers - by proofreading digital and printed letters.

08/13- **Canterbury Earthquake Recovery Authority** || Christchurch, New Zealand
07/14 *ICT Training & Support Analyst*

- Assisted in the roll-out of a CRM (Salesforce) system; I was responsible for user training, and part of the team for system administration and data management.
- Managed in-house training workshops; I interviewed end users to find out their training requirements, then planned and delivered workshops to cater to those needs.
- Worked with Project Managers and Business Analysts within strict government guidelines to provide technical support and working systems to meet their needs.

08/11 - **Amey PLC** || Oxford, United Kingdom
02/13 *Senior IT Analyst*

- Organised and delivered national company workshops to understand the different demands and processes of each division. This involved arranging outside professionals to provide on-site education, and creating a platform for best practices to be shared. From these workshops a Mobile Device Management system was introduced to the company.
- Led the project to create and maintain process documentation, ensuring a consistent approach for communication with end users. This documentation was then distributed to end users as help guides.
- Second line support for 8500+ mobile end users, primary liaison between them and the service provider, and managed all billing information.