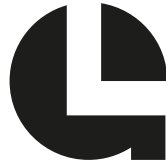


# LOIS GORDON

Illustrator and Interaction designer



## PROFILE

loisgordondesign@gmail.com  
+44 7517 936166

I am an Interaction design student at Belfast School of Art. I have a love for illustration and I often include this in my design work. UI/UX design and illustration are my main focus' and I also love branding. My enthusiasm in UI and UX stems from my interest in usability and digital products.

## EDUCATION

**Belfast Metropolitan College**  
2014 - 2016

Level 3 Extended Diploma in Art and Design  
Level 2 Diploma in Work Skills

**University of Ulster, Belfast School of Art**  
2016 - current

BDes Hons in Interaction Design  
Modules

IXD101 Interaction Design Fundamentals -  
IXD102 Introduction to Communication Design -  
IXD103 Exploring Identity -  
IXD104 Image and Data Visualisation -

## SKILLS

Communication -  
Customer Service -  
Prototyping -  
Graphic Design -  
Illustration -  
Interaction design -  
Branding -  
Photography -  
Wire framing -  
Adobe Illustrator -  
Adobe Photoshop -  
Adobe InDesign -  
Sketch -  
HTML5 -  
CSS3 -  
Jekyll -

## EXPERIENCE

**Costa Coffee**  
**Barista**  
2014 - 2015

- Communicate with customers professionally, note their preferences and take feedback.
- Always keeping to brand standard.
- Working as part of a team.

**Lavazza**  
**Barista**  
2016

- Opening and closing the store.
- Helping customers with queries and requests.
- Providing a high standard of customer service.
- Working as part of a team.

**EE (Everything Everywhere)**  
**Customer Advisor**  
2016 - current

- Contribute to the store's success by keeping to KPI's and working towards monthly targets.
- Keeping up to date with all of products, services and promotions and those of competitors.
- Engaging with customers in genuine, enjoyable conversations to understand their needs.
- Help customers to choose the right products and show them how those products can make their digital life better.

## REFERENCES

**Mr Steven Lyness**  
**Store Manager, EE**  
+44 7961 291164  
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**Dr Kyle Boyd**  
**Lecturer in Interaction Design,**  
**Ulster University**  
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