

MIDESTINE WALDRON

MY-DESTINY WALL-DRUN

UX/UI DESIGNER

PROFILE

UX/UI Designer with nine years of experience enhancing customer relationships as evidenced by interacting with over 2,000 customers. Experience in allocating resources, and improving customer and user experience. Seeking to use a passion for creativity and leadership as displayed by training employees with previous companies. Seeking an organization where creativity is encouraged and results rewarded.

WORK EXPERIENCE

Data Entry/Analysis

Procraft Cabinetry Feb 2022-Sep 2022

- Assigned and responsible for 15 clients, generating over 3 million dollars in annual revenue.
- Creatively enhanced sales by 5% through marketing awareness of other branches, during times of low inventory.
- Enhanced sales using creativity and innovation. Creatively enhanced revenue through innovation by enhancing customer awareness.
- Created & refined an electronic system identifying customers, and payment information reducing paper waste
- Simultaneously kept track of customer order requests, coordinated and recorded said requests using a data entry platform and Microsoft Excel

Customer Service Representative

Red Lobster, Bahama Breeze, American Deli Mar 2015-Mar 2020

- Selected to train and supervise new employees
- Increased restaurant sales by 25% due to suggestive selling and listening to customers underlying wants and desires
- Used experience in allocating resources to enrich customer expectations and experience by engaging with over 2,000 customers through collaboration and listening skills
- Demonstrated exceptional multitasking skills as a hostess by answering customer questions, providing accommodations, and promoting the restaurant policy and expectations
- Explored different methods of organization to fulfill and pack customer orders allowing for minimal space-consumption

PROJECTS

Olive Responsive Web Application (2022-23):

Physical & mental health tracking application

MiLexis (2022): Language vocabulary prototype

CONTACT

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TOOLS

Figma
Microsoft Office
Sublime Text Coding
Marvel
Sketch
User Research
User Testing
A/B Testing
Prototyping

SOFT SKILLS

Problem-Solving: Recognize & acknowledge inconveniences

Adaptability: Acclimate well to change

Time-Management: Worked 40 hour work week while completing 25hr school week

Empathetic: Respect and create accommodations

Integrity: Accountable for mistakes

Conflict Resolution: Emphasize communication & listening

Detail-Oriented: Value uniformity and creativity

EDUCATION

UX Design Certification

CareerFoundry 2022-2023

- Created a responsive and interactive physical and mental health app, Olive
- Utilized both user testing and research to tailor created app, Olive to user liking in a manner that is both physically accessible, comprehensible, and aesthetically pleasing

High School Diploma, Allied Healthcare

Discovery High School 2016-2020

- Graduated with a Healthcare Seal allowing for a fast track into the medical field