



# VALERIE COLLINS

UI/UX DESIGNER

## Contact

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Ft Collins, Colorado 80525 

## Career Objective

Adaptable professional with 20 years of work experience and proven knowledge of leadership, problem-solving, and workflow prioritization. Aiming to leverage my abilities to successfully fill the vacancy at your company.

## Experience

### WEBSITE DESIGNER

Jul 2022 - Present

ROCKIE MOUNTAIN SADDLE CLUB

- Reviewed technical needs to gather and refine specifications and requirements.
- Communicated project status to primary stakeholders and project management personnel.
- Analyzed user needs to determine technical requirements.
- Used authoring or scripting languages and content creation tools to design, build and maintain websites.

### UX/UI DESIGNER

Mar 2022 - Aug 2022

HEALTH AND FITNESS APP

- Developed new visual design concepts and modified concepts based on stakeholder feedback.
- Applied innovative solutions for product design, visuals, and user experience to meet the needs of individual web development projects.
- Under NDA, limited details available.

### DISPATCH/CUSTOMER SERVICE

Jun 2020 - Jun 2021

INDEPENDENT PLUMBING SOLUTIONS

- Coordinated daily workflow in adherence with critical timelines.
- Conferred with customers or supervising personnel to address and resolve issues.
- Determined personnel and equipment requirements and generated work orders to facilitate dispatch.
- Maintained files of work and services performed.
- Received and prepared work orders in alignment with established procedures.
- Communicated clearly and concisely to reduce errors and provide complete dispatch data.
- Monitored dispatch board for unscheduled delays or hazards and relayed to field personnel.

### SERVICE ADVISOR

Jul 2012 - Jun 2020

COMMUNITY AUTO, FORT COLLINS MUFFLER

- Analyzed and collected customer information to prepare product or service reports.
- Built sustainable relationships and trust with customer accounts using open and interactive communication.
- Determined charges for services requested and arranged for billing.
- Processed customer adjustments to maintain financial accounts.
- Gave accurate and appropriate information to answer questions, troubleshoot issues and resolve complaints.
- Used job-related software to complete contract forms, prepare change of address records or issue service discontinuance orders.
- Conferred with customers by telephone or in-person to provide product or service information.
- Participated in ongoing training to enhance own job skills and knowledge.
- Performed general maintenance and repair.

## Education

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### USER INTERFACE DESIGN

Jul 22 | CAREER FOUNDRY

- **Relevant Coursework**
  - Frontend Development for Designers

### MASTERS IN AUTOMOTIVE MGMT

Mar 17 | AUTOMOTIVE MANAGEMENT INSTITUTE — US

- **Awards & Honors**
  - Front page of Parts and People
  - Letter of Recognition from Vice President of Genuine Motor Company

## Skills

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- Adobe XD
- Balsamiq
- Figma
- Design Software: Sketch, Invision, Photoshop
- Responsive Web Design
- Mockups and Prototypes
- Customer Satisfaction
- Web Technologies: jQuery, Bootstrap
- Mobile Application Development
- Interface Design and Implementation
- Iterative Development
- Estimation Skills
- Complex Problem-Solving

- Critical Thinking
- Usability Testing
- Competitive Analysis

## **Certifications**

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- Business Development
- ASE Service Consultant