

## PERSONALITY

A can do motivated outlook  
Team Player  
Ego - Free and result driven  
Highly adaptable, fast learner and accustomed to work effectively under pressure.  
Great interpersonal skills and competent with presentation.

## KEY INTEREST AND SKILLS

Stake Holder Management  
User Experience Research (Quantitive and Qualitative)  
Work well in agile, and lean design environment  
Information Architecture  
Interaction Design  
User Interface Design  
Rapid Prototyping  
Usability Testing  
Ideation  
Journey Mapping  
Persona

## A LITTLE MORE ABOUT ME

My personal attributes I believe to be a reliable Human Centred Designer with a wealth of expertise and experience in customer service and aviation industry.

I offer superb work ethic, motivation, with result and Human Centred Design driven curiosity. I believe I am Poised, personable and dedicated to Team Driven environment, also possessing excellent interpersonal communication skills and a welcoming attitude.

Outside my professional life, I enjoy globe trotting, Tennis, Video Games, and Reading.

In addition to User Experience and Human Centred Design, I have a interest in Technology, Art, and Fashion.

## TECHNICAL PROFICIENCY

Figma  
Sketch  
Miro  
Trello  
Pages  
Canva  
Microsoft Office  
Google Suite

## EDUCATION

Academy Xi User Experience Design (Transform Course)  
Level 4 Certificate of Travel and Tourism

## CAREER HIGHLIGHTS

### Ally Assist

User Experience Designer | Dec 2020

- User Experience Research (Quantitive and Qualitative)
- Successfully establish and maintain productive remote collaboration with stake holders.
- Design Mid-Fi prototype following Ally Assist guidelines.

### Canditude

User Experience Designer | NOV 2020

- Use HCD Approach and perform Information Architecture, Journey Mapping, Feature Prioritisation.
- Stake Holder Management
- Facilitate workshops and project showcases.
- Create and provide new standard Style Guide.

### GoDrivin

User Experience Designer | OCT 2020

- Conduct User Experience Research (1:1 Interviews, Surveys, Desktop Research)
- Rapid Prototyping and feature wireframing.
- Usability Testing.

### G-Star Melbourne Central

Assistant Manager | OCT 2018 - AUG 2020

- Help oversee the team's performance.
- Identify, handle and communicate loss prevention issues.
- Report to Manager and Area manager with KPI's.

### HYPEDC QV

Stock Room Manager | JUN 2015 - SEP 2018

- Onboard inbound Stock.
- Training new team members of Stock Room prodecures.
- Communicate with Store Manager and Team of new product releases.

### QANTAS

Business Class Cabin Crew | MAY 2009 - APR 2015

- Operate in compliance with all airline and federal aviation regulations to ensure complete compliance with safety and security procedures.
- Attended workshops and trainings in customer service, conflict resolution tactics, and safety procedures to keep abreast of all new requirements and procedures.
- Facilitated communication between flight deck and cabin crew prior to and during flights to promote smooth operations.
- Resolve service-related problems and documented actions in system.
- Solid team work to ensure smooth daily operations.
- Company communication, working together with other crew members through all different walks of life to provide excellent customer service, as well as coaching junior crew members.
- Ensure NPS score for scheduled duties were at a standard.

### Jetstar

Cabin Crew | MAR 2007 - MAY 2009

- Provide a high standard of customer service, ensuring the best experience for all.
- Liase with Tech Crew and fellow cabin crew if any assistance was needed to help team alleviate work load.
- Ensured smooth and efficient day-to-day performance
- Adhere to all Health and Safety procedures.