

Joel Peneycad

USER EXPERIENCE DESIGNER

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Blending a background of business, hospitality and sales, I am seeking a position as a User Experience designer where I can connect people, process, business and technology.

My strengths are my creativity and collaborative problem solving which fuels my ability to deliver effective solutions. My experience in donor relations, real estate and customer-facing sales and service are key components to my success in working with organizations who desire to improve the customer experience for their end users.

EXPERIENCE

Supporter Development | Christians Against Poverty Canada

MAR 2019 - Present, HAMILTON, ON

- Established 45 new partnerships in one year through lead generation & follow up (90 active partners, organization-wide in 2019).
- Increased the organization's social media following by 15% through the designing, copywriting, & scheduling of posts on Facebook, Twitter & Instagram.
- Support the planning, delivery & follow up of various fundraising & marketing events (public speaking, database management).

Sales Representative | RE/MAX Escarpment Realty Inc

OCT 2017 - DEC 2018, HAMTILON, ON

- Ensured the complete client satisfaction was realized by each buyer & seller by creating & executing a customized plan of action tailored to their needs.
- Successfully assembled, presented & negotiated & closed legally binding real estate documents on client's behalf (representation contracts, offers, agreements, amendments and property valuations)

Food, Beverage & Merchandise Cast Member | Walt Disney World Parks & Resorts

JUL 2014 - DEC 2014, ORLANDO, FL

- Awarded 13 commendations by superiors and peers for exceptional performance of safety, courtesy, 'show' & efficiency.
- Maximized guests vacation experience by providing advice and assisting with the planning of their daily activity calendar.

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

JUN - SEP 2020, ONTARIO, CA

Brock University | Honours BBA, Minor Tourism

SEP 2011 - 2016, ONTARIO, CA

OREA | Licensed, Real Estate Salesperson

MAY 2016 - SEP 2017, ONTARIO, CA

SKILLS

Sketching, Wire-framing & Prototyping (Sketch, Invision, Marvel Pop)
CRM Systems, Point of Sale Systems, Social Media, Basic HTML

PROJECTS

Evening of Hope | Production & Promotions Assistant

APR 2020 - MAY 2020, Digital Fundraising Event

Backend setup & promotion of a Youtube Premiere, resulting in \$20,000 raised.