

# Anne-Marie Chave

U X D E S I G N E R

## PROJECTS

### UX Researcher and Designer | Guided

SEP 2023 - OCT 2023, BRAINSTATION

- Created a digital solution for undergraduate students, aligning academic, personal, and career goals to uncover tailored pathways and facilitate resource connections.
- Applied methods of qualitative research (user-interviews and usability tests) to develop a valid and reliable product that meets the needs of target demographics.
- Employed sketching, wireframing, and prototyping to craft high-fidelity app designs and a responsive marketing website for brand promotion and enhanced user engagement.

### Coordinator and Designer | Incredible Edibles NDG

AUG 2019 - SEP 2019, LOCAL NON-PROFIT

- Led successful community garden biking tours, surveying routes and coordinating with garden representatives, to create user-friendly maps using Adobe Illustrator.
- Spearheaded a dynamic sustainability and community engagement campaign, resulting in heightened awareness and support for the organization's mission.

## EXPERIENCE

### Account Development Representative (ADR) | Dialogue Health Technologies

JAN 2022 - JUN 2023, MONTREAL, QC

- Spearheaded the organization of account data by introducing innovative reporting strategies across Go-To-Market (GTM); facilitating access to this data led to a 30% reduction in response time to customer inquiries.
- Conducted account development training sessions with fellow ADRs, leading to a 30% improvement in team's qualification-call to meetings booked conversion rate.
- Contributed to the creation and organization of RFP content, reducing response time by 25% and ensuring compliance with RFP requirements, leading to a higher success rate in securing contracts.

### Waitress | Olde Orchard Pubs

JUN 2019 - FEB 2022, MONTREAL, QC

- Demonstrated exceptional time management and delegation skills to serve large groups with high turnover, ensuring smooth and timely dining experiences.
- Mastered effective upselling techniques, delivering informed recommendations to customers, resulting in increased sales revenue and fostering customer loyalty.

### Office Assistant | Made By Gather

JUN 2019 - AUG 2020, MONTREAL, QC

- Proficiently utilized ACCPAC and SAGE software to manage invoices and purchase orders, resulting in a 15% reduction in financial errors and ensuring accurate financial records
- Demonstrated adaptability and versatility by seamlessly alternating between sales, accounting, and logistics departments, providing valuable support and contributing to operational efficiency.

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## SKILLS

Sketching/Wireframing/  
Prototyping, Figma, Sketch, Card  
Sorting, Trello, Asana  
Principle Adobe Creative Cloud  
Suite, Data Analytics, SQL, Tableau  
Microsoft Office, Google  
Workspace, French

## PROFILE

Inspired by the intersection of agency and human relationships with technology, I transitioned to a career in UX Design.

My background in data analytics and business development enables me to understand user needs and innovate when developing solutions for complex problems.

With a blend of creative, analytical, and interpersonal strengths, I'm prepared to contribute meaningful design to your user experience team.

## EDUCATION

### BrainStation | Diploma, Use-Experience Design

AUG 2023 - OCT 2023, MONTREAL, QC

### Juno College | Certificate, Data Analytics

SEPT 2022 - NOV 2022, MONTREAL, QC

### Concordia University | Bachelors in Sociology

AUG 2018 - MAY 2021, MONTREAL, QC