

# Harleen Gill

## UX Designer

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## PROFILE

I am a dedicated professional with a background in retail management, operations management, and customer service. Having acquired skills in research, empathy, communication, identifying and solving problems, I believe I am a strong candidate who can utilize my skills to create solutions and help others by creating great UX Designs.

## SKILLS

Figma, Invision, User Research, Prototyping, User Experience, Sketching, Design Thinking, Wireframing, Proficient in Microsoft Word, Excel, and Powerpoint, Salesforce, Zendesk, Syteline and RF Pathways

## EDUCATION

### BrainStation | Diploma Candidate, User Experience Design

JUL 2022 - SEP 2022, Vancouver, BC

### British Columbia Institute of Technology | Degree, Bachelors of Business Administration

SEP 2020 - DEC 2021, Burnaby, BC

### British Columbia Institute of Technology | Diploma, Business Operations Management

SEP 2018 - JAN 2020, Burnaby, BC

## EXPERIENCE

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### Inventory and Purchasing Clerk | Purdys Chocolatier

AUG 2021 - DEC 2021, Vancouver, BC

- Reported anticipated or current, stock shortages that may affect operations.
- Demonstrated organization and time management skills by keeping track of inventory, finding and correcting any inaccuracies on time.

### General Manager | Souto Family Orchards

JUN 2019 - AUG 2021, Calgary, AB

- Accountable for keeping track 32 wholesalers orders and managing their accounts.
- Managed 16 employees, hired and trained all new employees.
- Evaluated and improved performance and productivity of company operations and employees.

### Student Consultant | British Columbia Institute of Technology

MAR 2020 - MAY 2020, Burnaby, BC

- Used CDCI (Concept, Design, Construct, Implement) approach to analyze and develop a solution to help manage and track the student intake process.
- A database system was created and recommended to the client, which they implement into their student application process.

### Student Consultant | Direct Tap

SEP 2019 - DEC 2019, Vancouver, BC

- Used PDCA (Plan, Do, Check, Act) approach to analyze and develop a solution to help reduce the overall delivery trip time, and worker's overtime hours and increase the average delivery route profitability.

## PROJECTS

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### Capstone Project | Viah Diaries

JUL 2022 - SEP 2022, BrainStation

- Researched, tested, designed, and prototyped an app that helps relieve the stress of couples planning an Indian wedding by having a platform where information on vendors in their location is readily available.