

Annmarie Austin

UX Designer

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Throughout my 6+ years at Apple, I've gained a deep understanding of the nuances that contribute to exceptional user experiences. I thrive on the challenge of balancing aesthetics and functionality, and am dedicated to creating designs that resonate with users and elevate your digital presence. Seeking a UX/UI design role where I can leverage my cross-functional collaboration skills, operational expertise, and passion for innovation to drive brand awareness and enhance efficiencies.

PROFESSIONAL EXPERIENCE

UX Designer, Freelance

NOV 2023 - PRESENT

Lead, Apple

DEC 2021 - PRESENT

- Manage a team of 100+ members, overseeing all aspects of operations and ensuring optimal staffing levels to meet dynamic business demands.
- Address employee concerns while upholding high customer satisfaction levels in a fast-paced environment.
- Collaborate with Leadership to analyze sales metrics and implement targeted training initiatives.
- Proactively enhance work processes, driving team to surpass business targets.

Training Lead

JUL 2021 - NOV 2021

- Project-managed the onboarding process of 40 new sales Specialists, conducting engaging group training sessions and addressing learning challenges effectively.

Specialist, Apple

JUN 2017 - JUN 2021

- Provided exceptional customer service by understanding needs, proposing solutions, and guiding customers through product setup.
- Demonstrated technical expertise and adaptability in a fast-changing environment.

Assistant Tutoring Coordinator, AMS of UBC Vancouver

APR 2018 - APR 2019

- Managed a 30-member tutoring service team, overseeing recruitment and professional development.

Volunteer Coordinator, UBC Student Leadership Conference

MAR 2017 - JAN 2018

- Recruited and managed a team of 175 volunteers for North America's largest student-led conference.

EDUCATION

UX Design Professional Certificate

Google | 2023

Project Management Certificate

Google | 2023

UI/UX Design Associate Certificate

British Columbia Institute of Tech | 2022

BSc (Hons) Applied Animal Biology

University of British Columbia | 2020

SKILLS

Design

User flow, Information Architecture, Sketching, Wireframing, Prototyping & Illustration using different tools such as Figma, Adobe XD, Photoshop & Procreate.

Research

User Interviews, Personas, Competitive Analysis, Usability Testing & User Testing.