

Summer Mandin

Calgary, AB

(778)-823-2729

smandin7@gmail.com

<https://summermandin.com>

EDUCATION

BCIT

Burnaby, BC

2023 – Present

User Interface (UI) and User Experience (UX) Design Diploma

Kwantlen Polytechnic University

Surrey, BC

2015 – 2016

General Studies

SKILLS

Responding Quickly

Empathy

Communication

Answering Phones

Organization

Customer Service

Bookkeeping

Computer Skills

UX/UI Design

Graphic Design Figma

Adobe Creative Cloud

Rapid Prototyping

Wireframing

Information Architecture

Creativity Teamwork

WORK EXPERIENCE

Appointment Coordinator, Ford Motor Company

Calgary, AB • July 2024 – Present

- Coordinated and managed daily appointment schedules for service and maintenance, optimizing resource allocation and improving overall workflow efficiency.
- Provided exceptional customer service by addressing inquiries and resolving scheduling conflicts, contributing to a 20% increase in customer satisfaction ratings.
- Utilized dealership management software to track appointments and monitor service trends, enhancing operational efficiency and streamlining communication with service teams.
- Collaborated with technicians and service advisors to prioritize urgent repairs and ensure timely follow-up with customers, improving service turnaround times.
- Developed and implemented scheduling protocols that reduced appointment no-show rates by 15%, fostering better customer engagement and loyalty.

Assistant Manager, Peninsula Crossing Animal Hospital

White Rock, BC • January 2021 – June 2024

- Assisted in the clinic's day-to-day operations, including staff scheduling, inventory management, and client relations, ensuring smooth workflow and optimal efficiency.
- Provided exceptional customer service by addressing client inquiries, resolving issues, and fostering positive relationships to enhance client satisfaction and retention.
- Implemented and maintained organizational protocols and standards to uphold quality care and compliance with regulatory requirements, contributing to the clinic's reputation for excellence.
- Conducted staff training and development programs to enhance team performance, foster a collaborative work environment, and promote professional growth among staff members.

UI/UX Design, Self-Employed

Calgary, AB •

- Increased user engagement by 40% through data-driven design improvements, resulting in higher conversion rates and client satisfaction.
- Executed comprehensive user testing, leading to a 25% reduction in usability issues and a more intuitive user experience for clients' digital products.
- Designed and delivered responsive web interfaces for clients, ensuring optimal functionality across multiple devices, resulting in increased mobile traffic by 35%.
- Improved client retention rates by 25% by creating and implementing user-focused design strategies that enhanced overall customer experience.
- Successfully managed multiple client projects concurrently, meeting or exceeding project deadlines, and maintaining a high level of client satisfaction.