

KATHLEEN DIXON

SKILLS

- **UX/UI Design:** Wireframing, Prototyping, User Research, Usability Testing, Information Architecture
- **Tools:** Figma, Adobe Creative Cloud (Photoshop, Illustrator, After Effects), Canva, Maze
- **Web:** HTML, CSS, JavaScript (basic), Responsive Design, WordPress
- **Collaboration:** Cross-functional teamwork, communication, project coordination
- **Strengths:** Accessibility-focused design, problem-solving, attention to detail, adaptability

EDUCATION

BCIT, Vancouver, BC – *New Media Design & Web Development Program*

JANUARY 2025 – PRESENT

- Developed skills in UX/UI design, web development, and digital storytelling
- Created responsive websites and interactive design projects using industry tools

EXPERIENCE

Sparrow Living, Vancouver, BC – *Customer Success Representative*

2022 – 2024

- Resolved client issues through phone and email support, improving overall customer satisfaction and retention
- Collaborated with developers to identify and troubleshoot technical issues, contributing to improved product usability
- Streamlined billing and payment workflows, reducing errors and improving efficiency
- Mentored new team members, supporting onboarding and fostering a collaborative team environment

Matchstick Cafe, Vancouver, BC – *Barista*

2021 – 2022

- Delivered efficient, high-quality service in a fast-paced environment while maintaining strong attention to detail
- Managed multiple tasks simultaneously, ensuring timely order completion and smooth daily operations

- Built positive customer relationships through clear communication and a friendly, professional approach

PROJECTS

Root Trails App – *UX/UI Designer & Information Architect*

- Designed user experience through empathy mapping, wireframing, and usability testing
- Built interactive prototypes in Figma to improve navigation and user flow
- Conducted user testing using Maze and iterated designs based on insights

Granola App Pitch – *Marketing & Visual Design*

- Developed visual assets and contributed to marketing strategy using Canva
- Communicated product value through clear, engaging design