Mariaelena Cossio Clark

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EDUCATION

North Island College   **Comox Valley, B.C.**
Post-graduate / Digital Design and Web Development
Universidad del Desarrollo Profesional (UNIDEP)   **Mazatlán, Sin. Mexico**
BS in Computer Science (GPA: 3.6)

WORK EXPERIENCE

Starbucks Canada   **Comox Valley, B.C.**
Barista   *May 2022*
● Anticipated customer and store needs by constantly evaluating and assessing the environment.
● Provided outstanding service to over 100 guests daily, resulting in a 35% increase in customer connections.

AMWEST Funding Corp.   **Mazatlán, Sin. México.**
QA Specialist   *March 2018-2019*
● Verified employment statuses of over 5,000 applicants for home loan eligibility in a timely manner.
● Reduced turnaround time by 30% and enabled 100% accurate completion of verification within 48 hours.
● Monitored & managed system process to ensure accuracy on all employment verifications, resulting in a 95% customer satisfaction rate.

AupairCare   **Washington, D.C.**
Aupair   *February 2016-2018*
● Provided safe and nurturing child care for 3 children of an American family, supervising and time managing daily activities as well, as facilitated emotional development by modeling appropriate behavior.
● Supported educational development by organizing fun learning activities that improved academic performance by 30%.

Marina Mazatlán Golf Course   **Mazatlán, Sin. Mexico**
Pro shop Manager   *January 2012-2016*
● Managed daily operations of Pro shop, Snack Bar & customer service, achieving a 15% increase in sales over six months. As well, coordinate golf tournaments and women's league for 9- and 18-hole rounds.
● Coordinated workflow and resources to ensure seamless customer experience resulting in a 20% reduction in complaints.
● Administrated budgeting and scheduling for staff, driving an 8% rise in employee satisfaction ratings.

PROJECT EXPERIENCE

North Island College
Course Project (HTML & CSS) **beauty by Amy**
● Developed a website from scratch for a nail technician to increase new connections with clients as well, converted and design assets improving user engagement by 20%.
Course Project (UX/UI) **relocateMe**
● Crafted a user experience design for an accommodation app as well, developed wireframes and an interactive prototype where visual designs were implemented with Adobe Xd.
Course Project (Advanced WordPress/Elementor) **Liz's Nail Studio**
● Constructed an aesthetically pleasing website for a nail studio with custom templates as well, optimized the design with SEO techniques for improved search engine rankings and page views.
Course Project (Advanced HTML & CSS) **Los Quequitos Mx**
● Develop a 5 pages website for a small business using HTML, CSS & Bootstrap with an intuitive UI design to drive customer engagement and satisfaction also, integrating complex functionalities into the website.
Capstone Project (Design System) **BEYOND Skincare**
● Developed and implemented design system of a skincare brand ensuring consistency and user experience across all pages and components.

SKILLS & INTERESTS

Skills: Microsoft Office, Design Tools (Xd, Ps, Id, Ai), HTML, CSS Preprocessors, GitHub, VS, Usability Testing, Prototyping, Mockups, UX/UI, Landing Pages, Responsive Web Design, JavaScript, Wireframing, Analytical Thinking, Accessibility, Trend Awareness, Version Control, Front-end Build Tools, SEO Principles, Web Performance Optimization, Browser Developer Tools.