

# Celine Edouard

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## Professional Summary

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User Experience Designer with background in technical communications. I strive to apply my knowledge to develop creative solutions to design products that will improve users' experience.

## Education

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Kennesaw State University, Class of 2021

B.S. in Interactive Design, Minor in Technical Communications

## Relevant Courses

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- Visual Design
- Proficient with POS systems
- Technical Writing
- Digital Media
- User Interface
- Front End Development
- Usability Testing
- Interaction Design

## Program Skills & Certifications

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- Figma
- Atom
- Citi Program Human Research
- Miro
- Illustrator
- Photoshop
- Microsoft Office
- Google Analytics

## Experience

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### USER EXPERIENCE DESIGNER | THE HOME DEPOT | AUGUST 2021 – PRESENT

I am the UX lead on a balanced team. I conduct user research to identify opportunities to improve store associates' work experience. I create wireframes and prototypes using Figma and Miro. I conduct design studios and critiques with my team for various design flows. I regularly meet with business partners and stakeholders to review MVPs (minimum viable product) to ensure the final product meets both the users' and the company's expectations.

### USER EXPERIENCE INTERN | THE HOME DEPOT | MAY 2021 – JULY 2021

I led a balanced team in creating a new digital product for The Home Depot store associates. My knowledge of using various software programs from working in the store helped me give proper instruction and feedback throughout my internship. I focused on user research to create an effective user experience. I facilitated usability tests, design studios, stakeholder meetings, and user interviews for my summer long project. I utilized my research, information architecture, interaction design and visual design skills to produce a prototype for a new product ordering application.

### CUSTOMER SERVICE REPRESENTATIVE | THE HOME DEPOT | MAY 2020 – MAY 2021

Duties include completing returns for customers, assisting with order pick-ups, curbside pick-ups, and any issue customers had with purchases. Other tasks included working with various software programs to solve online order issues and interacting with customers to ensure their needs were met.

**SALES LEAD | EXPRESS FACTORY OUTLET | MAY 2019 – JANUARY 2020**

Opening and closing the store, counting registers, planning the day's duties, leading our team of associates, and providing customer service. Other tasks included maintaining the store's appearance, unpacking shipment, re-stocking merchandise, and interacting with customers to make sure their needs were being met.

**SALES ASSOCIATE | THE CHILDREN'S PLACE | MAY 2018 – MARCH 2020**

Opening and closing the store, counting registers, planning the day's duties, leading our team of associates, and providing customer service. Other tasks included maintaining the store's appearance, unpacking shipment, re-stocking merchandise, and interacting with customers to make sure their needs were being met.