

# Koi (Crystal) Blue

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6+ YEARS OF HUMAN-CENTRIC WORK EXPERIENCE WITH A PASSION FOR DESIGN

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## EXPERIENCE

### EPORTFOLIO STUDIO, STUDENT SUCCESS | EPORTFOLIO ASSISTANT | 2021 -

- Assist and guide students with building of their ePortfolios through Wordpress, Wix, Google Sites and Adobe Spark for professional use or class assignment/projects

### WONDRIUM | REMOTE CUSTOMER CARE REPRESENTATIVE | 2020 -

- Responsible for handling inbound customer calls regarding sales or resolving service issues in a professional, efficient manner as well as up-selling
- Answer emails in a professional and efficient manner, while maintaining service levels

### APPLE, INC. | PRODUCT SPECIALIST | 2019 - 2020

- Responsible for uncovering a customer's needs and passions to create a personalized solution—the perfect product to enhance their lives

### VICTOR O'NEILL STUDIOS | PHOTOGRAPHER ASSISTANT | 2019

- Responsible for maintaining a smooth workflow for photographers by assisting students with outfits, directing them to the correct station and checking in and checking out students in school environments

## EDUCATION

Old Dominion University | B.S Psychology, Class of 2022

Lord Fairfax Community College | General Studies A.S., Class of 2020

Liberty High School | Advanced Diploma, Class of 2012

DesignLab | UX Certification, in progress—expected completion May 2022

## SKILLS

Adaptability • Empathy • UX Design • Microsoft Office • Figma • Customer Service •  
Interpersonal Skills • Active Listening • Tutoring • Collaboration • Inbound Calls •  
Creative Thinking • Wix • WordPress • Emails

## REFERENCES

Upon request

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