

# Jessica-Ann Murray

Visual Communication



0447677451



jessica.murray216@gmail.com



www.hellocozydesigns.com



@hellocozydesigns

## OBJECTIVE

I am eager to apply and develop my skills in a professional work environment. I ultimately aim to find a career involving interesting, challenging, and meaningful employment that contributes to positive social outcomes.

*Areas of interest: Design | Mental Health | Helping Others*

## EDUCATION

BACHELOR OF VISUAL COMMUNICATION | ONGOING | UNIVERSITY OF CANBERRA  
CERT III IN ANIMAL COMPANION SERVICES | AWARDED AUGUST 2016 | CIT BRUCE  
CERT III IN DOG BEHAVIOUR AND TRAINING | AWARDED JUNE 2018 | NDTF MELBOURNE

## WORK EXPERIENCE

### RETAIL ASSOCIATE | BIG W TUGGERANONG | 04/11/13 - ONGOING

- Manage a team (6-8 people) to ensure that customer needs are met in a range of services, including checkout, returns, digital photo processing, lay-by, online pick-up, and customer assistance.
- Organise duties of service staff to ensure that daily procedures are completed, and that colleague's receive their breaks.
- Problem-solve and assist staff with issues relating to customer service and the use of our systems.
- Assist in the service and administration of our Lay-by and Online Pick-up departments.
- Liaise with external stakeholders via email and phone for the repair and compensation of faulty products.  
Manage small teams and contractors after hours in a managerial position.

## SKILLS & ABILITIES

### ORGANISATION

- Maintained high academic performance in throughout my current bachelor while taking on a full-time load and working casually. I successfully managed the large workload and multiple deadlines to attain a GPA of 6.22/7.
- Organisation and planning is a requirement of my role at Big W, where I ensure tasks are completed by the end of the day. This often requires prioritising immediate needs over those less critical.
- Taking on leadership roles and assuming organisation lead in multiple group projects throughout my degree.

### PROBLEM SOLVING

- Solve unexpected problems that arise in my current workplace in a timely manner, such as: technology failure, resourcing limitations and complex customer needs, under the pressure of a fast-paced service environment.
- Working with clients to produce the required work per their needs and requirements while working ethically and environmentally conscious.

### TEAMWORK

- Employment in retail has offered extensive experience working in a team-oriented environment.
- Experience from UC coursework in completing presentation projects in small teams, successfully collaborating within the busy and conflicting schedules of myself and colleagues.



## CLIENT PROJECTS

Experience in working with clients on design projects. For more information on my client projects please view the project section of my website linked below, or check my Instagram for a brief preview of the project designs.

<https://www.hellocozydesigns.com/projects-8>

## RESEARCH & ANALYSIS

- Coursework at UC has provided extensive research experience, including opportunities to formulate unique research questions and engage in self-directed study.
- From UC coursework I have developed skills in user centred design thinking and planning to meet briefs

## COMMUNICATION

- Practiced at communicating with customers, including professional explanations of store policy and consumer law, which assists in de-escalating potential conflict.
- Ability to convey complex ideas with concise written expression.
- Proficient at interpersonal communication with colleagues, which has contributed to my success working in a fast-paced retail environment.
- Experience in manoeuvring language barriers to ensure communication is effective, easier and understood.

## IT SKILLS

- Proficient with Microsoft Word, PowerPoint, and Excel.
- Proficient in Adobe suite programs such as Illustrator, Photoshop and Indesign
- Experience with Procreate and Clip Studio