

+44 7448533411 | elviremerrelle@gmail.com | www.linkedin.com/in/merrèlle-p-052161163

Software Skills:

- HTML, JavaScript and CSS
- FIGMA [Prototyping, Wireframes, User Flow]
- UXTWEAK [Card Sort, Tree-Test, First Click Test]
- MIRO [Personas, Ideation, User Needs Research]

Usability testing
Design principles

Interaction design
User-Centered Thinking

Information architecture
Storytelling

Crazy Golf Swingers	Server & Front-Of-House Support	(Oct 2024 - Till)
----------------------------	--	--------------------------

- Recently won server of the year award for providing a high-standard guest experience, ensuring efficiency and professionalism.
- Taking and processing food and beverage orders catered to guests' preferences.
- Managing user-facing workflows, handling reservations, payments and enquiries.
- Hosting private bookings of up to 100 guests on shift and providing high service standards.
- Collaborate closely with team members to maintain health and safety standards.

Golden Motor Care Ltd. Administrative Assistant (Jun 2024 - Dec 2024)

- Managed daily administrative tasks (scheduling, document processing and data entry).
- Created accounts with shipping companies (Maersk & CMA CGM) to organise shipments.
- For workflow efficiency I created a standardised list of documents necessary for shipment.
- Created content and managed E-commerce platforms (Facebook Market & EBay).
- Maintained client relationships across digital platforms from various countries.
- Used Indeed to conduct initial screening calls and co-ordinated interviews.

Harbour Hotel & Spa Spa Leisure Attendant (Sept 2020 - Aug 2023)

- Maintained records and documentation related to pool safety, ensuring compliance with health regulations.
- Provided front-desk support and handled membership enquiries, which involved direct user communication and understanding needs.
- Coordinated with other co-workers to maximise productivity and efficiency in each job role.

Mofor Care Solutions Ltd. Compliance Consultant (Oct 2018 – Sept 2020)

- Managed compliance audits, document verification and database maintenance.
- Managed timesheets, contracts and documentation for nurses and care staff.
- Implemented and maintained CRM systems to streamline processes, improving the system's efficiency for employees to track users' certifications.
- Assisted in training new employees and facilitated onboarding sessions.

MSc Human-Computer Interaction Design
City St George's University

2025 - Till

BSc Applied Psychology ~with *Qualitative & Quantitative research*
University of Brighton

2020-2023

Hobbies & Interests:

- I enjoy expressing my creativity as a self-taught fashion designer through sewing, thrifting, and altering clothing.
- I love to immerse myself in the arts by frequently attending theatre shows with friends and utilising software like Canva for various creative projects, such as designing a Christmas menu.