

# Marian Foster

Charlotte NC | (704) 207-4958 | [Marian.nicole.foster@gmail.com](mailto:Marian.nicole.foster@gmail.com)

## **OBJECTIVE**

UX and Web Design student with a background in mass communications, sociology and customer support. Seeking to apply problem-solving, communication and design skills to improve user experiences.

## **EDUCATION**

**Wake Technical Community College**, Raleigh, NC

*Associate in Applied Science, Information Technology: Web and UX design*

Anticipated May 2025

GPA: 4.0

**University of North Carolina at Asheville**, Asheville NC

*Bachelor of Arts, Mass Communications; minor in Sociology*

Dec. 2021

## **SKILLS**

Figma, Adobe XD, Sketch, Adobe Illustrator, Adobe After Effects, HTML5, CSS, JavaScript

## **I.T. RELATED EXPERIENCE**

### **UX Design Student**

Wake Technical Community College, Raleigh, NC

Aug. 2023 - Present

- Conducted usability testing to identify user pain points, resulting in iterative design improvements that enhanced usability.
- Designed and presented UX deliverables, including wireframes, journey maps, flow diagrams, and interactive prototypes in Figma and Adobe XD, ensuring user-centered solutions.

## **EXPERIENCE**

### **Seasonal Sales Associate**

Lands' End, remote – based in Dodgeville, WI

Oct. 2024 – Jan. 2025, Aug. 2023 – Jan. 2024

- Delivered high-quality support, maintaining a 4.75/5 customer satisfaction score by providing clear, effective resolutions.
- Expedited high-priority shipments by coordinating directly with management, ensuring timely delivery during peak demand.
- Provided clear, actionable solutions to customer inquiries, reducing repeat contact.

### **Provider Support Associate**

Grow Therapy, remote – based in New York City, NY

Sept. 2022 – March 2023

- Utilized resources to resolve support inquiries with an average 91% customer satisfaction rate.
- Revised four FAQ articles to include guidance on new website features to reduce a high volume of customer support tickets.
- Collaborated with engineering to document and track 55 technical issues in Jira, accelerating resolution times and improving platform stability.

### **Sales Floor Associate**

Kohl's, Matthews, NC

Sept. 2018 – Jan. 2020

- Assisted cashiers at peak times to reduce customer wait times by 30%.
- Enhanced store aesthetics by organizing clothing displays, resulting in recognition from management.