

Tamara Gertner

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Flat 2, 28 Sunny Gardens Road
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Education

Google UX Design Certificate, Coursera (*Feb 2024 - Jul 2024*)

University of Birmingham (*2015 - 2018*)

- 2:1 (67%) BA (Hons) in History of Art

Immanuel College High School (*2007 - 2014*)

- A Levels: Fine Art (A*), Religious Studies (A), Geography (B)
- Winner of the Immanuel College Fine Art Prize

Employment

Growth Project Associate

Reward Gateway (Jan 2022- Jan 2024)

- Responsible for managing relationships with both users and suppliers throughout an integration process, ensuring a smooth transition and maintaining high user satisfaction.
- Developed a VIP ticket purchasing system. Worked with suppliers to ensure hospitality packages cancelled by Covid-19 were successfully re-arranged, with all payments and tickets secured.

Concierge Lifestyle & Customer Service Consultant

Xexec Ltd (Oct 2018- Jan 2022)

- Created usage reports highlighting user issues and pain points. Provided analysis and proposed improvements to elevate the user experience.
- Responsible for updating user communication forms and the internal platform to enable the team to prioritise queries and improve efficiency.
- Assisted users in the organisation of events (such as weddings), planning and arranging holidays, sourcing in-demand tickets and completing a range of other requests.
- Advising users on the best individualised discount options, keeping up-to-date on changing offers, and dealing with technical errors or complaints.
- Assisted users in resolving issues and accessing their platforms. This involved understanding over 100 different portals.

Work Experience & Volunteering

Gabriella Shemtov Floral (*2018 - 2019*)

- Floral arrangement, display and set up for events.

Art teaching assistant (*2015*)

- Assisted in teaching primary school children about basic colour theory, texture and taking inspiration from artists.

Senior youth camp and club counsellor (*2011-2016*)

- Collaborated with fellow counsellors to create and lead educational and entertainment sessions for children between the ages of 5-14.

Skills

- Figma • User Research
- Personas • Wireframing
- Prototyping • Usability Testing
- Creative • Problem solving

Interests

- Travelling • iPad doodling
- Running • Gardening
- Visiting art exhibitions