



SARAH PRINGLE

After 5 years in Sales and Customer Service, I decided to reignite my love for IT and teach myself UX design after work over 6 months to prepare for a new career in Tech.

Contact

- ✉ sarahepringle@hotmail.com
- 📍 <https://www.springleportfolio.com>
- 📍 Stafford, ST17

Education

UX Design Professional Certificate

Coursera

BA (Hons) Childhood Studies

Sheffield Hallam University
2013-2017

OCR A-Level Distinction I.C.T

Weston Road High School

Distinction*/ Distinction BTEC Health and Social Care

A-Level C Sociology

Chetwynd Centre

GCSE (A*-C) INC Maths, English, Science & I.C.T (Double award)

Weston Road High School

Skills

- Figma
- Microsoft Office Proficient
- Extensive Experience in a range of operating systems
- SAP, Sterling, CRM, Conversocial,
 - Data Analysis
- Planning, Research, Collection,
 - Reporting & Presenting
 - Social Media Proficient
 - Leadership
 - Essay Writing
 - Multi-Dimensional Communication
 - Working Remotely
 - Teams and Zoom

Experience



UX Professional Certificate

Coursera

Sep 2023 - Feb 2024

- Creating empathy maps, personas, user stories, and user journey maps
- Defining user pain points
- Ideating design solutions and competitive audits
- Creating wireframes and prototypes on paper and digitally
- Developing mockups
- Designing in Figma and Adobe XD
- Conducting interviews and usability studies
- Considering accessibility at every point in the design process



Customer Service Advisor/OEM Internal Sales Advisor

Altecnic Limited

Aug 2018 -

- Customer-focused approach
- Empathy for various customer pain points
- Problem-solving
- Individually responsible for high-profile clientele
- Point of contact for any additional help and training for the team
- General Administration and Business support
- Running daily call and sales reports
- Extensive Excel use (if statements, pivot tables, and exporting price files)
- SAP, CRM, Carrier, and Customer portals
- Raising and processing sales invoices and credit notes in multiple currencies
- Project Management of individual cases for various pain points
- Experience in Logistics, Forecasting, and supply chain management.
- Regular communication with Stakeholders and Carrier companies
- Evaluating, logging, and resolving customer complaints and queries



Two-Man Social Media Customer Service Advisor

Argos

July 2017 - Aug 2018

- Busy call centre
- Helping customers place orders, pre-delivery requirements, and after-sales care.
- Communicating through Conversocial
- Public and private messaging delivering customer service queries
- Interacting proactively with the public for marketing strategies.
- Running the analytics for team leaders to showcase KPIs
- Communication via telephone, live chat, and Social media
- Excel skills (creating my tables and graphs for display)
- Extensive use of Conversocial, Yapper, Sterling

Reference

Upon Request