

Ryan O'Keefe

425-346-3729 | ryan@artworksbyokeefe.com | Olympia, WA 98512

SUMMARY

Committed to achieving excellent interpersonal communication, and strong attention to detail supported by a foundation of customer service experience. Professional and knowledgeable when helping clientele and team members. Thorough in explaining proposed work and compiling detailed reports. Quick to utilize available resources that lead to information key to completing assigned tasks, learning never stops.

SKILLS

- Defining user pain points
- Conducting interviews and usability studies
- Considering accessibility at every point in the design process
- Active Listening
- Friendly, Positive Attitude
- Graphic Arts Design
- Art Composition
- Traditional Fine Art Skills
- Adobe XD, Adobe Illustrator, Figma
- Verbal and Written Communication
- Idea Development and Brainstorming
- Empathizing with users by creating empathy maps, personas, user stories, and user journey maps
- Ideating design solutions using Crazy Eights, How Might We, and competitive audits
- Developing mockups using visual design elements and principles
- Creating wireframes and prototypes on paper and digitally

EXPERIENCE

Automotive Service Writer, Bickford Ford, September 2021-August 2022
Snohomish, WA

- Provided time and cost estimates for proposed service to gain customer authorization.
- Courteously greeted customers and assisted with initiating service requests.
- Scheduled repair work by assigning tasks to mechanics based on skills and availability.
- Created service order requests by documenting customer complaints and repair needs in work orders.

Automotive Service Writer, Kia of Everett , February 2019-August 2021
Everett, WA

- Identified automotive issues to determine service needs by reviewing symptoms, test driving and conducting inspections.
- Presented accurate estimates to inform customers of service charges and expectations.
- Conferred with customers to understand service needs and write up accurate orders.
- Interfaced with technicians, parts department and managers to stay on top of availability and service procedures.

REFERENCES

Brian Milhuff, Service Manager at Bickford Ford

- 206.817.3318

Brett Baker, Fixed Operations Director

- 425.445.5578

EDUCATION

- Associate Degree of Applied Art, The Art Institute of Seattle

CERTIFICATIONS

- Google UX Design Professional Certificate

WEBSITES, PORTFOLIOS, PROFILES

- artworksbyokeefe.com/uxportfolio