

ANN-MARIE MAKAR

UX/UI DESIGNER

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SKILLS

- Usability Studies
- Usability Testing
- UX Research
- UX Design
- UI Design
- Information Architecture
- Journey Mapping
- Figma
- Adobe XD
- Wireframing
- Prototyping
- Design Thinking
- User Personas
- Visual Hierarchy
- Interface Mockups
- Basic HTML
- Basic CSS
- Knowledge of Axure RP
- Knowledge of Adobe Photoshop and Dreamweaver
- Microsoft Office
- Creative Problem Solving
- Time Management
- Critical Thinker
- Effective Communicator
- Detail Oriented
- Flexible and Adaptable

UX/UI CERTIFICATION

GOOGLE UX/UI PROFESSIONAL CERTIFICATE - JUNE 2022

[View Certification Badge](#)

PROFESSIONAL EXPERIENCE

BANK OF AMERICA PRIVATE BANK, TYSONS, VA

Trust Officer & Digital Specialist, February 2022 – Present

- Designated Digital Specialist for a team of 25 across 2 departments. Mastered new applications, software, and processes implemented from our digital transformation initiative. Continually trained team members on emerging software and digital processes.
- Directly engaged with clients and facilitated remote and in-person walk-through sessions on the utilization of the client online portal, detailing user digital capabilities and features.
- Advised the Operational Excellence National Committee chairwoman of program, application, and process pain points and made suggestions of features to implement and/or remediate to ensure a more intuitive and efficient user experience.
- Trained 3 Trust Senior Associates by providing regular in-person and virtual training sessions and providing self-created detailed user guide documents, guaranteeing the success of these new associates.
- Successfully produced custom client deliverables, reports, and presentations in accordance with the unified brand visual identity system, including adherence to typography, color, chart, and graph specifications.

Trust Senior Associate & Digital Champion, July 2019 – February 2022

- Digital Champion for the rollout of Salesforce and the Client Engagement Workstation (CEW) application. Trained a team of 25 on the use, implementation, and functionality of Salesforce and CEW.
- Worked directly with the business strategy and initiation team by engaging in usability studies and conducting usability testing during the pilot stages of Salesforce and CEW.
- Top-performer in client digital engagement initiative. Enrolled new and existing clients of all ages and backgrounds in our online platform.
- Successful project lead of a team of 25 for a share drive remediation to digitally convert and organize files into the enterprise document repository database (successfully completed with a 6 month deadline).
- Adapted to continually changing processes and new software implementations with enthusiasm and grace.
- Coordinated and collaborated with cross-functional teams and partners to deliver an integrated service to the client and identify and resolve issues in an effective and timely manner.

Administrative Assistant/Client Sales & Services Officer, November 2016 – July 2019

- Established a market-wide Administrative guide book with implemented use across 3 offices.
- Efficiently processed office, membership, and sponsorship invoices as well as ordered equipment and supplies in a timely manner through SAP Ariba. Managed vendor data integration on SAP Netweaver.
- Trained 5 administrative assistants and ensured attention to detail and adherence to company policy.
- Managed administrative requests and queries from team members across 3 departments.
- On-boarded new hires and ensure that all job role related systems and equipment are set up and run properly.
- Scheduled and coordinated meetings, appointments, and travel arrangements for 8 senior team members as well as manage and process travel and expense reports efficiently and effectively.
- Completed daily operational requirements and maintained the office by arranging necessary projects.
- Coordinated and managed ticket and event allocations throughout the Greater Washington team.

THE PHILLIPS COLLECTION, WASHINGTON, DC

Special Events/Development Intern, September 2015 – May 2016

- Interned over the course of 2 semesters due to demonstrated initiative and work ethic.
- Ideated the overall theme of the Annual Contemporaries Bash Gala, including the name, color scheme, among other details, which was presented to the Special Events department heads and successfully implemented.
- Performed administrative tasks for the Special Events and Development departments regarding external events, including preparations of invitations, mailing lists, and guest lists.
- Assisted Special Event department heads with the planning of the annual gala along with additional external and internal events, such as dinners, receptions, and gallery events.
- Created and coordinated event plans for external and internal events.
- Identified, solicited, and coordinated vendors, musicians, and partners.
- Inputted and managed data in Blackbaud Altru, a non-profit data management software, and maintained and ensured accuracy of U.S. Government and diplomatic personnel lists.
- Researched, collected data, and solicited prospective members for the museum and honorary committee.

Z GALLERIE, TYSONS, VA

Design/Sales Associate, November 2013 – January 2016

- Conferred with clients to determine factors affecting planning interior environments, such as budget, architectural preferences, purpose, and function.
- Advised clients on interior design factors such as space planning, layout, and utilization of furnishings or equipment, and color coordination.
- Designed and implemented floor-sets for the showrooms in adherence to seasonal design criteria.
- Created visual merchandising directives in adherence to company guidelines and standards.
- Maintained inventory of equipment, materials, and supplies for a team of 15 associates.
- Supervised and trained new sales and design associates.

EDUCATION

GEORGE MASON UNIVERSITY, FAIRFAX, VA
Master of Arts in Art History, May 2016

GEORGE MASON UNIVERSITY, FAIRFAX, VA
Bachelor of Arts in Art History, December 2014

ADDITIONAL SKILLS

- Proficient in Salesforce (CRM software)
- Proficient in SAP Products such as SAP Ariba, SAP Netweaver, and SAP Concur
- Digital Literacy Certification (IC3)