ZOE VAN CRAEN

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EXPERIENCE

Maintenance Team Manager
MSR Imporium

📅 Jun 2021 - Oct 2022 📍 LaSalle, QC

- Oversaw inventory maintenance and placements, optimizing space and ensuring quality standards
- Coordinated schedules and adjusted for shipment arrival times
- Prepared accurate importation documentation to avoid delays
- Trained new team members on daily and weekly tasks

Shipping and Receiving Associate
MSR Imporium

📅 Dec 2019 – Jun 2021 📍 LaSalle, QC

- Independently prepared shipments for industry clients
- Managed warehouse inventory
- Assisted clients in selecting appropriate products based on specialty knowledge

Owner and Head Behaviorist
Zen Zoomies

📅 Jun 2016 – Dec 2019 📍 Montreal, QC

- Engaged with new clients through networking with pet industry professionals
- Managed finances, scheduling, and independent contractors
- Led creative content management for website and social media
- Organized networking events to promote local brands and businesses
- Developed protocols and educational tools for behavior modification

HOBBIES

Game Master and Player
Tabletop RPGs (ex. Dungeons & Dragons)

📅 2017-Present 📍 Virtual and in person

- Created original worlds and detailed lore for teams of up to 5 players
- Researched, prepared, and planned engaging game sessions as the Game Master
- Designed maps and dungeons using online tools
- Promoted team building and conflict resolution

PROJECTS

UX Designer- School Projects
As We Grow

📅 Mar 2023 - May 2023

- Mobile app with dedicated website to help individuals undergoing gender transition
- Created using Figma

Zen Zoomies

📅 Jan 2023 - Feb 2023

- Adaptive website to rent enrichment toys for pets
- Created using Adobe Xd

'Wich Way?

📅 Nov 2022 - Dec 2022

- Mobile app to review sandwich shops
- Created using Figma

SKILLS

Languages, Tools, and Frameworks

English || French || Figma || Adobe Xd || Google Workspace || Microsoft Office

Core Competencies

Quick Learner || Creative Problem Solver || Excellent customer service and communication skills || Ability to manage a team and meet objectives || Strong research skills || Ability to work alone or as part of a team

EDUCATION

Google UX Certification
Coursera

📅 Nov 2022 - Present

- Training for entry-level readiness in UX design
- Skills gained: Figma and Adobe XD proficiency, research fundamentals, creating user personas, conducting competitive audits, wireframing, creating lo-fi and hi-fi prototypes, performing usability studies

B. Sc. Environmental Biology
McGil University

📅 Aug 2011 - Dec 2015