




# Monique Ashley Laya

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 Calgary, AB, Canada

## SKILLS

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- ◆ ADOBE CREATIVE SUITE & FIGMA
- ◆ 3D MODELING
- ◆ MEDIA PRODUCTION
- ◆ HTML, CSS, JAVASCRIPT & PHP
  
- ◆ CRITICAL THINKER
- ◆ HUMAN-CENTERED DESIGN
- ◆ ADAPTABILITY & FLEXIBILITY
- ◆ LEADERSHIP & TEAMWORK

## EDUCATION

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- ◆ **SOUTHERN ALBERTA INSTITUTE OF TECHNOLOGY** 09/2021 - 06/2023  
New Media Production & Design
  
- ◆ **UNIVERSITY OF CALGARY** 09/2015 - 06/2020  
BFA Visual Studies, Concentration in Education

## CAREER OBJECTIVE

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An experienced graphic designer with excellent client liaison and communication skills. Known for being a strategic thinker, and a dependable team leader and teammate.

## WORK EXPERIENCE

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### ONE PIECE IT

*Graphic Designer & Web Developer*

- ◆ Project Managed specific projects to allocate research and maintained completion within the budget and scope.
- ◆ Managed websites and custom designs, graphic creation, logo creation, and website design.
- ◆ Performed monthly assessments of all websites and software to look for potential problems or crashes.
- ◆ Wrote external and internal design specs for clients.

03/2022  
-  
Current

### KORITE International

*Graphic Design Intern*

- ◆ Assisted the senior graphic designer with creating visual content for the company's social media channels.
- ◆ Designed promotional materials such as flyers and brochures for events and product launches.
- ◆ Worked collaboratively with the marketing team to develop creative concepts for various campaigns.

02/2023  
-  
04/2023

### MILLION AIR CALGARY

*Customer Service Representative*

- ◆ Avoided revenue losses with diligent attention to the needs of customers and worked independently to meet pressing deadlines.
- ◆ Followed up with previously assisted customers to offer additional support and offer applicable motivations for returning.
- ◆ Assisted customers by listening closely, personalizing sales, and making recommendations based on their needs through extensive product knowledge.
- ◆ Liaised with customers, management, and team to better understand customer needs and recommend appropriate solutions for their needs.

06/2016  
-  
06/2022

