



Kim O'Shea

INTERACTION DESIGNER



EDUCATION

- **UNDERGRADUATE DEGREE** Sept 2013 - Jun 2017
DIGITAL MEDIA DESIGN

University of Limerick

This degree program focuses on Interaction Design, with diverse course content that includes Human Computer Interaction, Usability Testing, Audio & Video Editing, Design Research, Prototype Development, Web Development, Media Programming, Software Requirements Engineering, and a wide variety of Social Research Methodologies.



PROFILE

My name is Kim and I am a graduate of the Digital Media Design program from the University of Limerick. I am a trained Interaction Designer, and I take pride in all aspects of my work. For me, attention to detail is key. I am currently a postgraduate student, studying for my PhD in the computer science department in the University of Limerick.



EXPERIENCE

- **SWISSPORT** Apr 2014 - Sept 2017
PASSENGER SERVICES AGENT

I was employed by Swissport in Shannon Airport as a Passenger Services Agent on a summer seasonal contract from 2014 to 2017. The company is subcontracted by a number of airlines, and I subsequently worked for Delta Airlines, Ryanair and Kuwait Airways.

- **SMYTHS TOYS SUPERSTORES** Jun 2015 - Jan 2016
MARKETING ADMINISTRATIVE ASSISTANT

I worked as a marketing administrator in Smyths Toys Superstores for my work placement as part of the cooperative education program in UL. My primary duties included, but weren't limited to; involvement in the design, creation and production of TV commercials. I was responsible for the scheduling of the company's TV advertisements, as well as analyzing and providing feedback on the TV advertisement performance, and monitoring competitor activity with feedback to the marketing team.

- **PENNEYS** Nov 2014 - Jan 2015
RETAIL ASSISTANT

I worked as a retail assistant in Penneys, Crescent Shopping Centre, on a seasonal contract over the Christmas period of 2014.



CONTACT

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SKILLS

ADVANCED

- Customer Service
- Teamwork
- Communication
- Interaction Design
- User-Interface Design
- Sociological Research

INTERMEDIATE

- Team Management
- Marketing
- Scheduling
- Photoshop
- Premiere
- Teaching