Ginger L. Rowe

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Link to Data Analysis Portfolio: https://sites.google.com/view/gingerportfoliosite/home

EDUCATION

Google UX Design Program (Remote) Completed: January 5, 2022

Roosevelt University (Chicago, IL) Graduated: May 10, 2019
GPA: 3.45/4.00 **Major:** Biology **Minor:** Psychology

WORK EXPERIENCE

United States Gypsum (Remote) *Customer Service Representative (Spring 2022-present)*

Help organizations throughout America gain access to gypsum products

- Collaborating closely with fellow customer service reps, internal teams, and external stakeholders, ensuring customer satisfaction
- Handling short shipping, reconsignments, customer contact information, order notifications, pricing, invoices, emails, escalations, and credit memos
- Maintaining ongoing relationships with sales, customers, and other stakeholders
- Taking ownership of the role, seeing the situation through, influencing, and building trust with customers
- Informing the contractors, sales representatives, purchasers, and branch managers of wholesale distributors on product pricing, in addition to product availability and truck slots at USG plants nationwide
- Placing, modifying, and processing orders promptly for numerous wholesale distributors and specialized retail chains throughout the United States
- Working closely with plants to improve shipping dates, remove holds, and make modifications for orders.

Harte Hanks (Remote) *Customer Service Representative* (*Summer 2020-Spring 2022)*

Help customers get unemployment benefits

- Empathizing with customers, communicating issues to supervisors, and de-escalating conflicts
- Certifying claimants and walking them through the appeal processes
- Documenting and advancing employment processes for claimants

McNair Scholars Program at Roosevelt University (**Chicago, IL)** *Scholar (Summer 2018-Summer 2019)*

Researched and gave speeches on “The Effect of the Great Migration on the Mortality of African Americans”. Specific Responsibilities included:

- Communicating the process and results to a faculty mentor and the McNair staff
- Collecting, analyzing, and evaluating data

PUBLICATIONS (Co-author):

- "Impact of community respiratory viral infections in urban children with asthma” in Annals of Allergy, Asthma & Immunology, Vol. 113
- “Influence of viral infection on the relationships between airway cytokines and lung function in asthmatic children” in Respiratory Research, Vol. 19

SKILLS:

- Data Analytics, Microsoft Office Suite, Salesforce, Oracle, Zendesk, HubSpot, Twilio, JIRA, Five 9, Google Workspace, Java, Axonify, collecting, analyzing, and recording data in scientific environments
- UX/UI Design Tools: Adobe XD and Figma: creating mockups, prototypes, paper and digital wireframes, personas, user journeys, user stories, empathy maps, usability studies, and competitive audits

HONORS and AWARDS

- Google UX Design Certificate (Winter 2022)
- Certificate of Excellence (Winter 2020)
- Departmental Honors-Biology Department (Spring 2019)
- Franklin Honors Society (Spring 2019)
- Dean's List (Spring 2018 and Fall 2018)
- Spelman Pioneer Award in Research Competition 2nd place (Fall 2016)
- RISE Research and Presentation competition – 2nd place (Summer 2015)
- President's Award for Educational Excellence (2015)
- MLK Regional Speech Competition 1st place (Spring 2015)
- MLK National Speech Competition 1st place (Summer 2015)