

Esther L. Pronovost

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EDUCATION

- Sep 2021 - Jun 2024 **Northeastern University College of Professional Studies, Boston MA**
Master's in Digital Media Interactive Design, GPA: 3.9/4.0
- Sep 2017 - Jun 2021 **Skidmore College, Saratoga Springs NY**
Bachelor of Science in Studio Art, Summa Cum Laude, Dept. Honors, GPA: 3.8/4.0

TOOLS & SOFT SKILLS

- Adobe Suite (Ae, Ai, An, Id, Pr, Ps)
- Microsoft Suite (Word, PPT, Excl)
- Basic Front-End Coding (HTML, CSS, JavaScript)
- Zoom, Microsoft Teams, etc.
- Salesforce
- Fluent in English
- Leadership & team communication
- Organization & time management
- Traditional/ Digital illustration
- UI/UX design & research (Figma, Miro)
- Video & sound editing (Avid Pro Tools)
- Video game design (VS Code, Unity C#)

PROFESSIONAL EXPERIENCE

- Mar 2025 - Current **Sales Associate & Design Specialist, The Container Store, Chestnut Hill MA**
- Collaborated with customers to design customized organizational solutions using Salesforce and CDC tools, delivering functional and visually appealing Elfa spaces.
 - Assisted customers in-store and over-the-phone with personalized product and design recommendations, ensuring solutions that met individual space and style needs.
 - Processed in-store sales transactions and carryout orders efficiently while promoting the Organized Insider rewards program, maintaining a weekly enrollment rate of up to 30%.
- Jun 2019 - Sep 2019 **Customer Service Representative, Paper Source, Brookline MA**
- Helped over 60 daily customers with creative design solutions for user concerns regarding personalized cards, gift wrapping, product displays, and general inquiries.
 - Identified and addressed buyer journey challenges, resulting in an increase in customer satisfaction and positive experiences for store-goers.
 - Collaborated with team members to streamline customer service processes and boost overall work efficiency in order to increase daily sales.
- Jun 2018 - Aug 2018 **Customer Service Representative, L.L.Bean, Boston MA**
- Delivered daily financial transaction reports to senior management, ensuring seamless and informed decision-making at higher levels of the company.
 - Promoted core brand values and fostered buyer conversion with about 30 daily customers.
 - Listened to customer feedback, resolved pain points, and contributed to an increase to user experience through open communication and positive customer reception.

EXTRACURRICULAR & VOLUNTEERING

- Jun 2024 - Current **Independent Design Consultant, various clients, virtual**
- Collaborated remotely with various stakeholders to evaluate pain-points, define project requirements, and deliver customized web solutions, such as digital assets and advice.
- Sep 2024 **Volunteer Staff, Startup Boston Week, Boston MA**
- Assisted in organizing and setting up event spaces for lecture sessions
 - Facilitated check-in and registration processes for the Career Fair and general admissions
- Apr 2013 - Apr 2019 **Cherry Blossom Festival Organizer & Volunteer, Brookline High School, Brookline MA**
- Operated 2-3 activity booths to event standards & provided guidance to event-goers
 - Assisted the Steering Committee by organizing event soundtrack and event marketing