

Mercadies Jewel McDonald

UX/UI Designer

Artist and emerging UX/UI designer who believes good design isn't just clean, it's alive. I bring clarity, restraint and intuition to every detail, designing intentional moments that stay with people.

Experience

Keats Disability Support Services

Disability Support Worker (Feb 2026 - Current)

- Provide person-centred support with personal care, medication, daily routines, meals and household tasks, focused on each person's independence and dignity
- Support community access, including driving clients to appointments and helping them with everyday outings
- Assist with physiotherapy exercises as part of clients' care plans
- Write case notes and incident reports, and keep the wider care team updated on each client's needs
- Maintain strict privacy and confidentiality across all client information

Universal Store

Christmas Casual (Nov 2025 - Feb 2026)

- Supported the store through the peak holiday period, assisting customers, processing sales and keeping the floor stocked and merchandised

Bras N Things

Christmas Casual (Nov 2025 - Jan 2026)

- Assisted customers with fit and style through the peak holiday period, while keeping the floor stocked and presentable

Customer Care Specialist, Commonwealth Bank

Oct 2024 – Oct 2025

Early Customer Engagement (Feb 2025 – Oct 2025) DTM Contact Centre (Oct 2024 – Feb 2025)

- Supported customers in arrears across home loans, personal loans and credit cards, building tailored 90-day payment plans and automatic payments
- Navigated complex banking systems including CommSee and Guided Workflow, verifying customers and leaving clear interaction notes for other agents
- Managed complaints from lodgement through to resolution, documenting each case accurately
- Handled sensitive information and vulnerable customers with care, following compliance and scripting requirements while

Contact

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Education

Bachelor of Creative Arts - Visual Arts and Design 2026

Certificate III AIN Human Services Western Sydney Tafe 2022

Software

- Adobe Illustrator
- Adobe Indesign
- Adobe Photoshop
- Adobe Designweaver
- Figma

Skills

- Wireframing and high-fidelity prototyping
- Mobile-first and responsive design
- Design systems and style guides
- Brand identity and logo design
- Typography and layout
- Visual hierarchy and information design
- User research and competitive analysis
- Person-centred and accessible design
- Accessibility and colour contrast testing (WCAG)
- Design rationale and stakeholder communication
- HTML and CSS
- Microsoft Word and Excel
- Client and stakeholder liaison
- Team leadership and collaboration
- Clear written and verbal communication
- Working with sensitive and confidential information

keeping conversations human

- De-escalated frustrated customers, resolve enquiries and route people to the right team
- Guided customers onto Ceba, CommBank's messaging assistant, so they could confidently self-serve for disputes, applications and specialist questions
- Coached and buddied new agents through live calls, including in-person training at the Redfern office and chat support during their first week

Fresh Soul Clothing

Retail Sales Assistant (May 2023 – Jan 2025)

- Styled customers based on their individual taste, asking the right questions so they left confident in their choices
- Contributed to sales KPIs, including opening, closing and cash up
- Managed stock takes and stock movement between stores

Cybershop Australia

Retail Sales Assistant & Social Media Marketer (Jun 2020 – May 2023)

- Created content for Facebook and Instagram, including filming, modelling, captions and post scheduling
- Merchandised the store and styled mannequins for new stock drops
- Built relationships with regular customers in an alternative fashion setting, and handled stock, pricing, opening and closing

McDonald's Narellan Town Centre

Crew Person (May 2018 – Oct 2022)

- Delivered fast, friendly front-counter service and prepared food and drinks to hygiene standards
- Opened and closed the store as part of a high-volume team

References

Rellek Brown/ Keats Disability Support Services
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Kylie Ryczak / McDonalds NTC
Operations Manager
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