

GINA MARIE TRIPLETT

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📍 Honolulu HI

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ABOUT

Customer-focused professional with experience across sales, banking, hospitality, customer service, and design. Brings strong communication, adaptability, relationship building, and technical skills to fast-paced team environments.

EDUCATION

Kapi'olani Community College
Honolulu, HI

A.S.: New Media Arts: Interface
Design

San Jose State University
San Jose, CA

B.S.: Economics

SKILLS

Design

- Photoshop
- Illustrator
- InDesign
- Figma
- After Effects

Development

- HTML
- CSS
- Javascript

WORK HISTORY

Extra Space Storage - Assistant Store Manager

Honolulu, HI • Jul 2026 - Current

- Managed delinquent accounts by contacting customers about past-due balances, resolving payment issues to enhance customer satisfaction.
- Assisted customers with storage unit auctions, account inquiries, and payments, ensuring smooth move-out procedures.
- Process storage unit sales and support rental transactions to meet customer needs.
- Maintained facility cleanliness and conducted property inspections to ensure a safe, organized environment for customers.

Holy Grail Donuts - Donut Baker & Barista

Honolulu, HI • May 2024 - May 2026

- Delivered a welcoming, brand-aligned customer experience through clear communication and product knowledge.
- Prepared fresh donuts daily while meeting quality and safety standards.
- Glazed and finished orders to match brand presentation guidelines.
- Managed high-volume orders in a fast-paced environment while maintaining accuracy.

DESIGN ASYLUM, INC - Graphic Design Intern

Honolulu, HI • Sep 2025 - Apr 2026

- Collaborated with creative directors on branding and UI concepts.
- Developed modular design systems including color, type, and spacing rules.
- Created packaging concepts aligned with product positioning.
- Prepared client-ready presentations and production-ready assets.

T-Mobile - Mobile Associate

Honolulu, HI • Sep 2023 - Jan 2024

- Delivered exceptional service through device selection and plan support.

- Exceeded sales targets by clearly communicating product value.
- Educated customers on new technologies and personalized solutions.
- Managed multiple customer interactions simultaneously in a fast-paced retail environment.

Bay Home & Window - Jr. Engineer

Pleasanton, CA • Apr 2022 - Jul 2022

- Designed templates for creating Standard Operating Procedures for the Engineering department.
- Used proprietary 3D software to engineer draft measurements and consult with sales designers on their designs.
- Managed and assigned tasks for designers through Salesforce CRM.
- Collaborated with designers on final designs and provided alternative engineered designs for clients.
- Supported monthly ordering sales goals of \$600K for three months.

Make It MVP - UX Designer

Apr 2021 - Jun 2021

- Teamed with five UX designers to conduct user surveys and research to improve a point-of-sale SaaS wedding application.
- Collaborated in design sprint meetings to brainstorm concepts and mock-ups for a merchant dashboard using Trello and Slack.
- Contributed to visual design for the website, logo, and wedding application in Figma; helped prototype and define interactive app models.

JPMorgan Chase & Co. - Associate Banker

Santa Clara, CA • Feb 2018 - Aug 2020

- Provided account services to customers by receiving deposits and loan payments.
- Complied with bank operations and security procedures, including dual-control functions.
- Helped account holders access technology and self-service banking channels.
- Built rapport with customers through friendly, attentive service.

Grocery Outlet - Grocery Clerk

San Jose, CA • Feb 2016 - Jul 2017

- Maintained organization of grocery shelves, backroom, and work areas to minimize loss and maximize sales opportunities.
- Trained new employees on shelf organization to promote a better customer shopping experience.
- Maintained and balanced cash drawer daily.
- Responded to customer needs with product information, aisle locations, back-stock checks, and price verification.