

## Work Experience & Projects

### ● UX/UI Designer March 2022 - Present

#### OffWorld Inc. (Pasadena, California)

A robotics company developing industrial robots and systems to do the heavy lifting on Earth and the Moon.

- Played a pivotal role in launching and establishing OffWorld's UX design process
- Consistently applies fundamental UX processes and design principles on every project
- Collaborates with team members and stakeholders to better understand user needs, pain points, and goals
- Crafts and develops human-machine interfaces for diverse robotic systems and programs, including robotic surveying/inspection, a multi-robot swarm system, and a high intensity microwave system.
- Utilizes agile project management tools (JIRA, Confluence) to manage tasks and meet goals in biweekly sprints
- Delivered and demonstrated various robotic systems to major global mining companies.
- Conducts user research and tests to refine designs based on feedback, observations, and research insights.
- Created and actively maintains the UI design library for consistent branding and design standards.
- Contributes to multimedia content creation by capturing and editing video footage, designing various graphics for presentations both internally and externally.
- Collaborated with engineers to develop an ergonomic joystick controller to improve usability.
- Worked across departments to craft a comprehensive user manual/guide for Surveyor by offering instructions for safety, handling, setup, and operations.
- Partnered with the marketing team to revamp the website and improve the overall user experience.
- Regularly updates the design and layout of the website to stay aligned with OffWorld's brand.

### ● Various UX Projects February 2021 - August 2021

#### Designlab (Remote)

An industry-leading program that connects students with experienced designers to help launch design careers.

#### ● Across

Designed an end-to-end app for cross-platform gaming that allows users to connect, send game invites, link up their game accounts, and join various communities.

#### ● Crunchyroll

Added a new store feature into an anime streaming app that allows users to shop.

#### ● CyberSpace

Created a responsive website for a virtual reality arcade that represents their brand, showcases their experiences, and gives users the ability to book reservations online.

#### ● Miracle Skincare

Designed a fully responsive e-commerce website for a skincare brand.

### ● Customer Support Technician May 2019 - March 2020

#### Studio Designer (Culver City, California)

A leading digital project management, product sourcing, and accounting platform for the interior design industry.

- Provided customer service, managed client expectations, and delivered fast, on-targeted solutions.
- Collaborated with various teams (development, design, marketing) to enhance user experience and troubleshoot program issues.
- Utilized CRM programs (Zendesk, Intercom) for daily operations, contributing to streamlined processes and system evolution.
- Contributed to evolving processes and systems to improve efficiency, training, and overall client experience; assisted the Customer Support team as needed.

### ● P.M. Assistant / Customer Service October 2016 - April 2019

#### B.H. Properties, LLC (Los Angeles, California)

A proven leader in commercial real estate investing that owns and operates properties across the United States.

- Answered, screened, and directed incoming calls; opened and distributed mail and faxes.
- Coordinated tenant requests, prepared maintenance reports, and processed work orders.
- Performed administrative tasks, assisted with construction projects, and processed invoices
- Worked on special projects that were assigned by Property Management Supervisor and supported the Accounting Department as needed.

### ● Administrative Clerk / Assistant August 2016 - October 2016

#### B.H. Properties, LLC (Los Angeles, California)

A proven leader in commercial real estate investing that owns and operates properties across the United States.

- Prepared outgoing mail, distributed incoming mail, and kept file cabinets and computer files organized.
- Utilized business machinery for scanning, photocopying, and printing documents.
- Managed check deposits and invoice updates using management software.
- Covered the front desk regularly and provided assistance to supervisors.
- Promoted to Receptionist, Property Manager Assistant, and Customer Service Representative.

### ● Various Animated Shorts October 2013 - August 2016

#### Freelance Background Designer / Painter

- Background Artist on "The Ballad of Sheriff Kid McLain" (2016)
- Designer/Painter on various projects (2013 - 2015)

## Education

### Designlab

Remote

UX Academy (Certification)

December 2020 - August 2021

### Concept Design Academy

Pasadena, California

Foundation & Design Thinking

February 2014 - April 2014

### Art Institute of California

North Hollywood, California

Media Arts & Animation

(Bachelor's Degree)

August 2009 - December 2013

## Tools

Figma & FigJam

Adobe Creative Suite

Zeplin

Miro

JIRA & Confluence

Notion

Wix

Microsoft 365 & Office Suite

Google Workspace

Slack

Basecamp

HTML & CSS

## Skills

User Research

User Interface Design

Interaction Design

Cross-Functional Collaboration

Journey Mapping

Brainstorming

User Interviews

Workshops

Wireframing

Prototyping

Usability Testing

Information Architecture

Card Sorting

Design System / Library

Design Management

Web Design

Visual Design

Illustration

Digital Painting

2D & 3D Animation

Video Editing