

CONTACT INFORMATION

alyssa.urrea@gmail.com
(619) 869-5710
Murrieta, CA
[Profile Website](#)
[LinkedIn](#)

UX SKILLS

User Research
Task Analysis
Personas
Journey Maps
Usability Testing
Wireframing
Prototyping

TOOLS

Figma
Sketch
Balsamiq
Invision
Adobe XD
Behance

EDUCATION

[UX Design Certification](#)
03/21-06/22
Career Foundry

Alyssa Lazatin Urrea

UX/UI Designer

UX/UI Designer with a background in caregiving. Experience in understanding the wants and needs of a user, problem-solving and creating solutions.

UX/UI PROJECTS

[Vela, Weather App](#), 06/21-03/22

- Applied a mobile-first approach and designed a responsive app to check the weather and water conditions tailored for water sports enthusiasts
- Understanding the user's needs and goals by conducting interviews/surveys and competitive analysis of other weather apps on the market.
- Create personas with user flows and sitemaps. Develop a mid-fidelity wireframe with usability testing and improve the design with the collected data.

[Pardon My Jargon, Vocabulary App](#), 03/21-06/21

- Created a vocabulary learning app using a user-centered design process.
- Used card sorting, conducted interviews/surveys, researched analysis, and created a persona with user flows.
- Used pen and paper to hand sketch low-fidelity wireframes, created a prototype, and conducted a usability test.

WORK EXPERIENCE

[Child Nutrition, Temecula Valley High School, Temecula, CA](#) 11/21-Current

- The cafeteria was understaffed causing service delays.
- Perform various cafeteria and patient food production and service functions. Perform duties in other areas of Food & Nutrition and satellite locations.
- Served food for meeting mandated nutritional requirements and/or requests of students and personnel promptly.

[Personal Caregiver, Right at Home, Temecula, CA](#) 03/17-02/18

- Assigned new and recurring patients daily while traveling to each person, visiting up to 4 patients a day.
- Patient information is provided so reading about the person helps when you are meeting them for the first time. Planning a route to get to their home efficiently.
- Learning a new patient's schedule and routines, likes, and dislikes before arriving at their home puts the patient at ease making them feel more comfortable with their care.

[Returns Processor and Hearing Aid Programmer, TV Ears, Spring Valley, CA](#) 02/14-02/17

- The returns department was short staff with a month of unopened returns.
- Process returns/ inspect products for refunds or replacements quickly to maintain customer satisfaction.
- With effective accuracy and speed return processing back-stock went down by 80%.

Medication Care Manager, Sunrise Assisted Living, Bonita, CA

09/10-09/13

- Patients with dementia and Alzheimer's do not always remember the person who is giving care to them can easily turn into a horrible experience causing them not to take their medication.
- Providing patience, getting their attention, setting a positive mood, and asking simple but answerable questions will help with everyday care and tasks.
- Medication waste was reduced by 20% resulting in happier patients and appreciated staff.