

# Arnold Bustamante

## UX/UI Designer

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New York, NY

### PROFILE

UX/UI Designer proficient in UX research and visual design. With over 8 years of customer service experience, was able to develop a deep knowledge in user empathy, team collaboration and strategic thinking. Also has a strong background in acting and improv.

### EXPERIENCE

#### **Bloc Immersive UX/UI Program**

*UX/UI Designer*

*Dec 2019 - Jun 2020*

- Alongside a senior product designer, learned industry best practices and design process standards with a focus on UX Research, Visual Design, and Front-end development.
- Produced a clickable prototype of a cloud file management app dedicated to empowering filmmakers.
- Created a solution that allowed users of a public transit app to know what time a certain bus was arriving at a certain station.
- Conducted both in-person and remote usability tests in order to enhance the usability and functionality of a project.

#### **The Meatball Shop**

*Bartender*

*Oct 2015 - Dec 2019*

- Increase sales by utilizing data acquired through customer interactions.
- Employed strategic thinking to solve any customer problems, complaints or concerns.
- Responsible for training and mentoring new employees.

#### **Banana Republic**

*Cashier/ Sales Associate*

*Nov 2012 - Oct 2015*

- Served multiple customers, discovered their needs, and made recommendations to generate sales.
- Collaborated with managers and team members to achieve the company's daily sales goals.
- Maintained knowledge of styling trends to better satisfy guest needs.
- Facilitated customer on-boarding process by establishing new accounts. Clearly communicated corporate policies & procedures.

### SKILLS

#### **UX & UI**

Surveys • Interviews  
• Competitive analysis • User stories • Personas • User flows • Site maps • Usability testing • Branding • Wireframing • Prototyping

#### **Software**

Figma • Whimsical • Atom • Github

#### **Development**

HTML • CSS • Basic Javascript • Basic JQuery

### EDUCATION

#### **Queens College**

*Sep 2011 - Apr 2012*

30 credits towards a bachelor degree.