




# SAMANTHA LANDINGHAM

## UI/UX Designer

UI/UX designer with a background in tech support and scheduling. Has a strong sense of empathizing and collaborating with others which drives them to create accessible and beautiful designs that meet users' needs.

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### SKILLS

**Visual Design Fundamentals**  
**Wireframing**  
**User Research and User Testing**  
**Responsive Web Design**  
**Mobile App Design**

### TOOLS

**Sketch**  
**Adobe XD**  
**GitHub**

## EDUCATION

### CareerFoundry - UI Design Program

Frontend Development for Designers  
Completed on June 9, 2022  
  
UI Immersion  
Completed on April 23, 2022  
  
Intro to UI Design  
Completed on August 5, 2021

### Saddleback College

Associate in Fine and Applied Arts  
Completed on August 26, 2014  
  
Full Transfer Certification - UC IGETC  
Completed on July 24, 2014  
  
Certificate of Achievement in General Education: IGETC  
Completed on July 24, 2014

## WORK EXPERIENCE

### Apple, Inc. | Mission Viejo, CA | August 2014 - Present

#### Genius Admin | July 2021 - Present

- Created a positive experience by doing what's best for both the customer and the team.
- Anticipated and adjusted for problems and roadblocks by looking ahead at what resources were readily available each day.
- Made decisions quickly, sometimes under tight deadlines and pressure by delegating time and resources to whichever tasks needed priority over others.
- Provided information that team members needed to do their jobs to help them make accurate decisions.
- Managed the repair room to ensure technicians were completing repairs on time, so customers would receive their product back quickly.
- Mentored my peers when they were starting new roles or needed further assistance with repairs or customer interactions to provide guidance and ultimately help them gain confidence within their respective roles.

#### Schedule Planner | November 2019 - July 2021

- Worked closely with the store's Store Leader, Senior Managers, and Managers to align on scheduling needs and make any necessary adjustments to the schedule as needed.
- Oversaw writing a schedule that not only met the store's business needs, but ensured a work/life balance for the employees.
- Implemented writing the schedule, using Kronos, to ensure that each department within the store was staffed correctly and the schedule met both business needs and demands.
- Achieved making changes quickly, when the store model changed on short notice to assist in making processes run smoothly and efficiently.
- Partnered with employees in regards to store scheduling and availability needs to address concerns and answer questions.

## **Technical Expert | March 2018 - November 2019**

- Certified to repair iOS devices to assure customers leave with a product that is in better condition than when it was checked in.
- Listened, provided feedback, and provided mentorship to others to establish rapport.
- Identified patterns based upon prior troubleshooting experience to diagnose symptoms and causes.

## **Technical Specialist | August 2014 - March 2018**

- Assessed customers' support needs when they arrived, provided solutions or referred them to other resources to repair the relationship with the customer.
  - Showcased the flexibility to rotate through different technical specialties and skills sets, while addressing different scenarios within each customer interaction.
  - Thrived on change as products evolved, to better understand the new hardware, services, and software updates being released and exemplify confidence with the product.
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## **Huntington Terrace | Huntington Beach, CA | August 2012 - August 2014**

### **Receptionist**

- Ensured the residents' safety by greeting every customer, having them sign in, and directing visitors through the building.
- Assisted with deposits, organized and filed paperwork, and assembled packets and brochures for Marketing to establish an organized work environment.
- Delivered newspapers to residents to ensure they would have access to them in a timely manner.
- Provided solutions for residents and/or families with problems and concerns by directing them to the right resources.
- Alerted caregivers and med techs when residents needed assistance to make certain that residents were helped quickly.
- Communicated with managers and staff about problems and/or concerns within the community to ensure the residents' voices were being heard.
- Answered phone calls and took messages to address any questions or concerns customers had.
- Supported the dining staff, when unavailable, by taking meal orders for residents to avoid delays in receiving their meals.