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## PROFESSIONAL SUMMARY

UX designer with a strong foundation in user-centered design, prototyping and usability testing, combined with 10 years of leadership experience in business operations and quality assurance. Skilled in translating complex problems into simple, intuitive digital solutions that improve customer experience, efficiency and engagement. Certified Google UX Design with a background in Business administration.

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## CORE SKILLS

- **Design & Research:** User Research, Personas, User Flows, Wireframing, Prototyping, Usability Testing, Responsive Design
  - **Tools:** Figma, Adobe XD, Sketch, Photoshop, HTML/CSS, JavaScript
  - **UI/Visual:** Design Systems, Visual Design, Accessibility, Interaction Design
  - **Business & Soft Skills:** Customer Empathy, Process Improvement, Team Leadership, Problem-Solving, Quality Assurance, Attention to Detail
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## UX PROJECTS (PORTFOLIO)

- **E-commerce Redesign** – Increased usability and improved conversion through user flow optimization.
- **Fintech App** – Simplified investment process for millennials through clear onboarding and dashboards.
- **Healthcare Platform** – Designed tools to improve patient–doctor communication via digital innovation.
- **E-learning Platform** – Developed engaging online learning experiences with interactive modules.
- **Travel Booking App** – Streamlined multi-step booking flow for faster, easier navigation.
- **SynergyFlow (Productivity Tool)** – Platform for remote teams to enhance task management and collaboration.

- **RestoFlow (Restaurant Management Platform)** – All-in-one solution for managers to handle **inventory, payroll, and reservations** efficiently.

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## PROFESSIONAL EXPERIENCE

### Junior UX Designer | [ 2025]

- Conducted user research and created personas for Fintech App
- **Designed wireframes and prototypes using Figma**
- **Collaborated with developers to implement designs**
- Performed usability testing and iterated on designs

### Quality Assurance Lead | [2024 – 2025]

- Led QA initiatives ensuring compliance with food safety and operational standard
- **Developed process audits that reduced errors and improved efficiency across departments.**

### Restaurant Operation Manager | Shake Shack – Union, NJ [2020 - 2024]

- Implemented new POS system, improving order accuracy by 30%
- Reduced customer complaints by 45% through process improvements.
- Trained and managed cross-functional teams to deliver consistent customer experience

### General Manager | Taco Bell - Hillside, NJ [2017 – 2020]

- Enforced company policies and conducted comprehensive staff training sessions, ensuring seamless restaurant operations.
- Upheld high standards of safety and food quality, addressing customer concerns promptly to ensure satisfaction.
- Managed scheduling, payroll, and inventory management, optimizing resources and controlling costs effectively.

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## EDUCATION & CERTIFICATION

- Google UX Design Certificate – Google/ Coursera
- B.S Business Administration – Southern New Hampshire University (SNHU)
- Associate Degree in Physical Therapy – Union County College