

Joshua Gonzalez

Aspiring Product Designer with a background in Content Merchandising.
Passionate about creating outstanding user experiences through design.

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EXPERIENCE

Favor Delivery, Austin, TX — Content Merchandising Coordinator

August 2019 - Present

- Assist with content upload (menus, images, categories) for over 100+ new cities across Texas.
- Created 15+ unique categories for a greater selection, including high visibility categories: Support Black-owned & Local Favorites.
- Collaborated with the H-E-B copywriter for the creation of the original H-E-B Express menu.

Favor Delivery, Austin, TX — Content Support Specialist

August 2017 - August 2019

- Developed a process to measure metrics for all Content Quality Associates via a daily goal log.
- Tested and provided feedback to the product team on new internal Content Management System releases.

Favor Delivery, Austin, TX — Customer/Runner Support Specialist

March 2015 - August 2017

- Support customers and Runner's needs across multiple growing markets as Favor grew internationally.
- Averaged 90 inbound/outbound customer tickets.

Toss Pizzeria & Pub, Austin, TX — Server

June 2016 - January 2020

- Helped establish a partnership with Favor Fleet, a third party option for delivery services.

SKILLS

UX/UI Design

Wireframing

Prototyping

Design Thinking

Analytics

Problem Solving

TOOLS

Figma

Miro

Google Suite

Photoshop

Excel

Looker

Asana

Salesforce

EDUCATION

University of Texas at Austin

UX/UI Certificate

4/21 - 10/21

Austin Community College

Music Business &

Technology 8/13 - 5/15

