

Nicholas Schuldt

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EXPERIENCE

Virginia Tech Dining Services, Blacksburg Va. — Assistant Manager (Turner Place)

2019- PRESENT

Responsibilities include: Assisting in the management and supervision of up to 350 employees at any given time in order to meet and exceed revenue goals given by the university's dining program. This included scheduling, clerical work, floor management, delegation, time management and ensuring all employees are trained and prepared to handle the needs of their shop. This required excellent communication and interpersonal skills; alongwith, analytical skills, problem solving skills, and the ability to adapt and be flexible to meet operational needs.

Virginia Tech Dining Services, Blacksburg Va.— Shift Lead (Qdoba)

2017-2019

Responsibilities included: Supervising up to 30 employees across all shifts and assigned work areas, coordinating food production, recipe management, product movement, quality control, and customer satisfaction. Skills needed to complete these tasks included: communication. Team work, and excellent organizational and interpersonal skills.

Virginia Tech Dining Services, Blacksburg Va.— Student General Manager (Owens Food Court)

2016- 2017

Responsibilities included: Managing and supervising up to 150 student employees and maintaining day to day operations. This entailed managing the floor during operation hours, scheduling, clerical work, hiring, and training all the staff. This required excellent communication skills (verbal and written), excellent customer service, and time management.

EDUCATION

SKILLS

User research
User Personas
User Testing
Information Architecture
Prototyping
Wireframes
Problem Solving
Communication
Project Management
Leadership

Tools

Adobe XD

Balsamiq

Optimal Sort

Usability hub

Pencil & paper

Virginia Polytechnic Institute - BS in Psychology

Aug. 2014 - July 2017

Careerfoundry - Certification in User Experience Design

June 2020 - April 2021

A 10- month intensive course in UX design, specializing in UX Fundamentals and methodology, data and research-driven approaches to design, as well as prototyping, wireframing and website optimization

During this program, I designed a flashcard app called FlashLearn

PROJECTS

Case Study- Experts

Experts is a smartphone based app designed to connect users that are experiencing a problem that is out of their wheel house to someone who is a professional in that field. In order to achieve this goal Experts required a video call, messenger, calendar, payment, and several other features to best serve users. My role in this was to do a competitive analysis, along with surveys, and interviews. After this I created personas, their flows and journeys, and sitemaps. Next sketches and low fidelity wireframes were built; followed by mid and high-fidelity prototypes that I then performed a usability test on. After this the UI design process started and I created a high-fidelity prototype of my design.