

Pooja Ojha

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WORK EXPERIENCE

Customer Experience Specialist (Advisor)

Best Buy

February 2022- Current

- Using acquired skills and knowledge to recommend products and services to meet customers' current and future needs.
- Applying the appropriate knowledge and expertise through ongoing learning and self-development.
- Responsible for sales in the computer-based products and home theater department.

User Experience Design Intern

Mercurygate International

June 2019 to October 2021

- Created high and low fidelity mockups of design system components.
- Managed all documentations for design system which was used by UX and developer team.
- Worked directly with to developers validate usability.
- Worked directly with a project manager to enhance Business Intelligence solutions using Sisense Data Designer.
- Presented ideas to the product managers, developers and other UX designers.
- Collaborated with other team members and stakeholders.
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Quality Assurance Intern

Mercurygate International

June 2018 to June 2019

- Documented and tracked bugs.
- Created test plans.
- Reported back to UX with design bugs.

PROFESSIONAL SUMMARY

I am a User Experience Designer with a background in Quality Assurance. I believe as a designer it's our job to create something that is accessible and helps everyone.

EDUCATIONAL BACKGROUND

Wake Technical College

Associate in Arts

2018-2021

Wake Technical College

Informational Technology- Web Design

2020- In progress

SKILLS & PROFICIENCIES

- Fluent in Hindi
- CSS and HTML
- Responsive Web Design
- Sketch and Adobe XD
- Prototyping and Wireframing
- Photography and video editing
- Microsoft Office