

Sebastian Cruz R.

SCR Design's Portfolio

f1challenge2015@hotmail.com

+57 321-319-1470

EDUCATION

Google UX Design Certificate

// April 2022 - November 2022

Completed a rigorous training designed for entry-level job readiness. 7 modules included topics like UX research fundamentals, inclusive design, low-fidelity, and high-fidelity prototypes, and tools like Figma and Adobe XD. Completed hands-on projects and **developed a portfolio** including 3 projects to get graduated

Universidad El Bosque University

// July 2018 - November 2018, Bogota, Colombia

Undergraduate Student of Industrial Design, I wasn't able to continue with my studies due to financial hardships

EXPERIENCE

Recruitment Specialist Virtual Latinos

// June 2023 - Currently Working, Remote

Provide assistance and management with data entry tasks including reviewing and qualifying job proposals for the Virtual Latinos community and follow up with potential candidates

Mod contractor ModSquad

// November 2021- October 2022, Remote

Provide assistance on different projects as a customer service representative or moderator. I've got the opportunity to work on projects from Rockstar, OwnWell, StoryWorth, and Microsoft Xbox

Customer Service Representative History

// January 2019 - June 2022, Bogota, Colombia

This paragraph resumes all of my customer service experience for the following companies: GSG Scotiabank, Concentrix-Capital One, Accedo-Best Buy, Besedo S.A, Robison Lemon Law, Community Phone. Over 3 years of customer service, tech support, moderation, retention, engagement, and sales experience over different channels of communication (phone, chat, email, tickets)

SKILLS

Technical

Figma // Adobe XD // Google Slides // Common knowledge on MS Office

Design

User research // Wireframing // Usability studies // Presentation // Prototyping // Test // Visual Design

Soft Skills

Communicative // Gives design critique + feedback // Strong presenter // Detail-oriented // Teamwork // Problem Solving // Empathy // Critical Thinking

Languages

Spanish: Native level // English: B2-C1 level on writing, listening, speaking, grammar, reading