

Sejohn Serowik
sejohnserowik@gmail.com – 419-494-2976
<https://sserowik.github.io/Portfolio-Site/>

PROFESSIONAL CERTIFICATE

Career Foundry

UI Design

October 2022 – September 2023

- Using best practices in UX research and utilizing user feedback, worked to identify and troubleshoot problems with responsiveness, user engagement, and layout adjustments.
- Illustrated design ideas using processes and tools including storyboards, sketches, process flows, wireframes, mockups, sitemaps, and functional prototypes.
- Created a variety of original graphic design UI elements including menus, tabs, widgets, icons, and logos.
- Extensively used design and wireframe tools including Figma, Adobe XD, and Photoshop.
- Presented designs and concepts, including rough drafts and final deliverables, to users, supervisors, and other stakeholders.
- Utilized corporate style and design standards, themes, and templates to ensure cohesive brand vision and voice through fonts, colors, images, and other essential elements
- Front End Development experience with HTML5, CSS, and JavaScript
- GitHub experience

WORK EXPERIENCE

Weave

Lehi, UT

Technical Support I

May 2024- Present

- Investigated and solved customer questions for SaaS healthcare communication technologies via written and oral communication.
- Documented questions and support queries for new and existing accounts using tools such as Zendesk, Salesforce, and Microsoft Office Suite.
- Collaborated and worked on teams focused on phone, email marketing, messaging, and software to increase overall product adoption, usage, and satisfaction.
- Assisted Onboarding clients in compliance with company standards to improve efficiency in planning, customer setup, training, and post-launch support.

Construct Connect

Centerville, UT

Customer Care Representative

February 2020 – October 2022

- Investigated and solved customer questions for SaaS construction planning technology via written and oral communication.
- Created templates and best practice guides for Support Team to improve client interactions via phone and email.
- Documented questions and support queries for new and existing accounts using tools such as Salesforce and Microsoft Office Suite.

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- Collaborated with Sales and Training departments to increase overall product adoption, usage, and satisfaction.
- Onboarded clients and created company standards to improve efficiency in planning, customer setup, training, and post-launch support.

Netflix

Salt Lake City, UT

Customer Support Specialist

January 2019 – January 2020

- Solved unique customer questions in fast-paced environment.
- Built relationships through active listening to ensure customer satisfaction and retention.
- Collaborated and contributed within team to ensure new hires effectively managed time, completed essential tasks, and attained target metrics.

Amazon

Salt Lake City, UT

Inventory Associate

August 2018 – December 2018

- Managed time in a fast-paced environment to complete essential tasks and ensure customer satisfaction.

Elder Beerman

Bowling Green, OH

Men's and Home Department Manager

May 2017 – June 2018

- Maintained internal organization across a variety of business objectives including loss prevention, staff retention, cash handling, inventory management, and customer satisfaction.
- Solved complex customer problems and built ongoing trusted relationships with returning clients.

BGSU Department of Theatre and Film

Bowling Green, OH

Graduate Assistant

August 2012 – May 2017

- Wrote and publicly presented humanistic research emphasizing analytical and critical thinking to generate new knowledge in the academic sphere.
- Provided ongoing education in classroom and training in practical applications for students.

EDUCATION

PhD, Theatre (ABD)

Bowling Green State University
Bowling Green, OH

MA, Theatre

Bowling Green State University
Bowling Green, OH

BA, Theatre

University of Rhode Island
South Kingstown, RI