

**Professional Summary**

UX designer with a background in customer service, leveraging principles from psychology and anthropology to gather valuable data in support of the creation of user-centered and intuitive designs.

**Education**

CareerFoundry November 2023  
User Experience Design Certificate

Kings College London- London, United Kingdom January 2023  
Master of Science, Public Health

College of the Holy Cross- Worcester, MA May 2020  
Bachelor of Arts, Psychology  
Bachelor of Arts, Anthropology

**Skills**

Customer relations, File updating, database entry, file organization, recordkeeping, and file management experience, computer skills (Dedoose, Microsoft Word, Excel, PowerPoint, Facebook, Snapchat, Instagram)  
Language: fluent in Haitian creole

**Research Experience**

Mixed-Methods Research  
College of the Holy Cross small-scale independent research project Spring 2020

- Assessed attitudes towards contraceptive use on HC campus
- Assessed the reasons for using contraceptives and how they may have changed over time (freshman through senior year)
- Observed the barriers that restrict students' access to the various types of contraceptives.

Ethnographic Research  
College of the Holy Cross small-scale independent research project Spring 2019

- Conducted a series of long term in-depth interviews with Holy Cross students
- Provided an ethnographic account of how students styled their hair.
- Visited beauty supply stores, Walmart's, Targets, and Ulta beauty stores, as well as their online shop, to look at how natural hair products are marketed to women.

**Relevant Courses**

User Experience Design (CareerFoundry)  
Mixed- Methods Research  
Population Health, Epidemiology, and Biostatistics  
Health Protection  
Health Improvement  
Health Economics for Public Health

## Work Experience

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- Telemedicine Patient Navigator- Boston, Ma May 2022- Current
- Work with clinicians to identify patients in need of telemedicine navigation services
  - Reach out to patients in advance of their visits to identify barriers to engaging in telemedicine and strategies to overcome those barriers
  - Troubleshoot audio and video connection problems for clinicians and patients at the time of the visit
- Librarian Assistant, **Watham Public Library**- Waltham, MA October 2021- current
- Loan library materials such as books and DVDs to patrons and collect the returned materials
  - Handle loans between libraries
  - Organize and reshelve returned items such as periodicals, books and DVDs
  - Handle the registration of new library cardholders and issue library cards
  - Answer any questions from patrons
  - Perform routine tasks such as answering phone calls and organizing files
- Childcare Provider, Watertown, MA Sept 2020- Aug 2021
- Entertained child with games and other activities
  - Light housework to keep home tidy (cleaning dishes, organizing toys )
- Summer Camp Counselor, **YMCA**- Medford, MA Summer 2019
- Kept recreational facilities clean, organized, and ready for use.
  - Collaborated well with team members to carry out daily assignments and achieve team targets.
  - Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.
- Summer Associate, **YMCA**- Malden, MA Summer 2018
- Reached out to the community to promote recreational events and bring in new participants.
  - Consulted with customers to understand desires and suggest the best products to meet needs.
- Part-time Sales Associate, **Gap. Inc.**- Cambridge, MA June 2017- Jan 2018
- Kept inventory levels optimized and supplies organized for forecasted demands.
  - Ordered, organized, and rotated supplies.
  - Satisfied customers every day with fast, friendly, and knowledgeable support for their needs.
- Summer Associate, **University Massachusetts of Boston**- Boston, MA Summer 2016
- Maintained and updated files and records to support efficient operations.
  - Supported office operations by completing assignments with a strong focus on quality and performance.
  - Ordered and organized office supplies.
- Certified Nursing Assistant, **Mount Auburn Hospital**- Cambridge, MA Feb 2016- April 2016
- Responded immediately to calls from patients for assistance or treatment and alerted medical staff to emergency situations.
  - Helped residents with daily living tasks including feeding, dressing, and personal hygiene.
  - Performed light housekeeping, including cleaning patient rooms and changing sheets on beds.
  - Monitored patient condition by recording vitals including blood pressure, respiration rates, and body temperature.