

Alexandria Findley

Contact Information:

- Phone: 2603770616
- Email: ali@findleys.net
- LinkedIn:

Objective: Results-driven UX Design professional with a proven track record in senior operations and laboratory roles. Exceptional skills in manifesting, quality checking, and data analysis. Seeking a challenging position to leverage my expertise in user experience design, optimizing processes, resolving complex issues, and driving operational excellence.

Professional Experience:

Senior Operations Technician

Azenta Life Sciences, Indianapolis, IN

July 2022 - Present

- Transformed manifesting and quality checking processes, ensuring a user-centric approach to efficiency.
- Implemented intuitive and visually appealing custom reports, enhancing user experience and resolving shipment issues promptly.
- Collaborated as a key liaison for the Team Coordinator, ensuring seamless communication and understanding of user needs.
- Proactively engaged with stakeholders to address user concerns, resulting in a reduction in shipment errors.
- Designed and implemented a streamlined query resolution system through Salesforce, improving overall user satisfaction.

Lab Technician II

Azenta Life Sciences, Indianapolis, IN

February 2022 - Present

- Investigated and resolved complex shipment roadblocks from a user perspective, reducing delays.
- Developed and conducted training initiatives for technicians with a focus on user-friendly interfaces, resulting in a reduction in onboarding time.
- Ensured the highest user experience standards for outbounds, leading to a decrease in errors.
- Provided crucial support to the Senior Technician and Team Coordinator, optimizing overall team efficiency from a UX perspective.

Lab Technician I

Azenta Life Sciences, Indianapolis, IN

March 2021 - February 2022

- Acquired comprehensive expertise in user-centered sample handling and storage, ensuring compliance with industry standards.
- Demonstrated proficiency in various user-friendly storage units and environments, enhancing overall laboratory functionality from a UX design standpoint.

Customer Service Representative

Continuum Global, Remote

December 2020 – March 2021

- Expertly assisted pharmacies, resolving overrides and inquiries with precision.
- Maintained meticulous data input for each call, contributing to accurate and accessible records.
- Served as the primary point of contact for pharmacies and doctor's offices, demonstrating a deep understanding of HIPAA.

Record Retention Assistant

White's Residential and Family Services, Wabash, IN

June 2019 – June 2020

- Executed a successful project to convert paper files to digital format, scanning over 2,000 files independently.

Activity Assistant

Heritage Pointe of Warren, Warren, IN

July 2018 - August 2019

- Provided invaluable assistance to the elderly population, creating a vibrant and stimulating environment.

Testing Technician

Brain Power Neurodevelopmental Center, Newburgh, IN

January 2018 - May 2018

- Administered psychological, IQ, and social testing, contributing to valuable insights for clients.
- Played a key role in ADOS meetings and effectively communicated test results through Excel.

Education:

Certificate of UX Design

Career Foundry

Expected Graduation date: May 28, 2024

Bachelor of Science in Psychology

University of Southern Indiana, Evansville, IN

Graduated: December 2017

Skills:

- User-Centered Design
- Prototyping
- Wireframing
- Interaction Design
- Usability Testing
- Figma
- Detail-oriented with a focus on user accuracy
- Proven problem-solving abilities in UX scenarios