

ABEGAIL TAITANO

UX DESIGNER

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PROFILE

User-centered UX Designer with 5+ years in customer service, leveraging strong problem-solving, communication, and empathy to enhance user experience. Completed a Full Stack development certification, gaining technical proficiency to bridge the gap between design and development. Adept at translating user needs into intuitive, high-impact digital experiences that enhances usability and engagement.

WORK EXPERIENCE

■ Oct 2019 - Feb 2021

Living Spaces | Nevada

Visual Stylist | Labeler | Cashier

- Executed showroom merchandising, product placement, and inventory management to enhance store presentation and guest experience. Provided exceptional customer service by assisting guests, processing transactions, and managing post-purchase follow-ups in CRM to ensure a seamless delivery experience.
- Collaborated cross-functionally with Visual, Sales and Logistics teams to maintain store readiness, implement pricing updates, and support daily operations. Assisted in coordinating company events, and upholding brand standards to drive customer satisfaction and revenue growth.

■ Jan 2017 - May 2018

Jin's Kitchen & Club | Nevada

Hostess | Room Server

- Welcomed guests, managed reservations, and ensured a seamless check-in experience. Provided attentive service by taking orders, delivering food and beverages, and assisting with karaoke equipment. Maintained a lively and engaging atmosphere while addressing guest needs and resolving any issues. Assisted with event coordination, room setup, and overall venue operations to ensure smooth service and customer satisfaction.

■ Additional Experience - 2012-2017

Various restaurants

Customer Service

- Held multiple customer-facing roles, including Hostess, Server, Banquet server in fast-paced dining and entertainment venues. Strengthened customer service, problem-solving, and multitasking skills while ensuring positive guest experience. Assisted with events, team collaboration and daily operations to enhance customer satisfaction.

EDUCATION

May 2024 - March 2025

CareerFoundry

- UX Design Certification with Frontend Development Specialization

Jun 2021 - Jan 2022

Nucamp

- Full-Stack Web + Mobile Development Certification

SKILLS & TOOLS

- **User Research & Analysis:** Competitive Analysis, Interviews, Surveys, Usability Testing
- **Wireframing & Prototyping:** Low to High Fidelity
- **Information Architecture**
- **Visual Design:** Typography, Color Theory, Layouts, Design Systems & UI Components
- **Frontend Development:** HTML, CSS, Bootstrap, and JavaScript, React, React Native
- **Backend Development:** Node.js, Express.js, MongoDB, RESTful API, Authentication & Security, Postman
- **Tools:** Figma, VS Code, Github

PROJECT

Jul 2024 - Jan 2025 | UX/ UI Designer

Soulace: Mobile App

- **Problem:** After a loss, individuals struggle with both emotional grief and urgent logistical tasks. Making it difficult to find and coordinate trusted resources.
- **Research phase:** Competitive analysis, User surveys, interviews, User journey & flows, low - high fidelity wireframes, prototyping and testing.
- **Solution:** A user-friendly app that provides bereavement support with local service directories, educational resources, family coordination tools and secure document management.