ABEGAIL TAITANO
UX DESIGNER

SUMMARY

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 bootcamp, gaining technical proficiency to bridge the gap between design and development. Adept at translating user needs into intuitive, high-impact digital experiences that enhance usability and engagement.

PROFESSIONAL EXPERIENCE

Living Spaces - Visual Stylist | Labeler | Cashier   Oct 2019 - Feb 2021

- 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.

Jin's Club and Kitchen - Hostess | Room Server   Jan 2017 - May 2018

- 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.

PROJECTS

Soulace   Jul 2024 - Jan 2024
Mobile App
- Role: UX/UI Designer
- Tools: Figma
- View case study

SKILLS | TOOLS

User Research, Experience Strategy, Information Architecture, UI Design, Usability Testing, HTML, CSS, Interviews, Surveys, Card Sorting, Task Analysis, Prototyping, Competitive Analysis, User Journeys, Storyboards, Task Flows, Adaptable,Teamwork

Figma, Javascript, React, React Native, Node.js

EDUCATION

Full Stack Developer Certificate   Jul 2021 - Jan 2022
Nucamp