

A strategic and creative problem solver with 10+ years of experience providing detail-oriented, compassionate, and efficient solutions.

Work Experience

Facility Operations Team Member

April 2025 - Current

Lifetime Fitness

April 2024 - January 2025

- I maintained indoor and outdoor club cleanliness and safety by performing daily maintenance tasks in an efficient organization
- I communicated with my team members, management, and member inquiries in regards to Life Time products, services, policies, and procedures
- I washed, folded, and stocked member towels and ensured the locker rooms are neat and orderly
- I ensured the usage of locker room consumables, cleaning products, and chemicals followed the amount prearranged by the department budget

Web Design and Development Freelancer

August 2019 - Current

Freelancing

- I developed and published compelling content that aligned with client objectives and content best practices to achieve targeted organic search rankings.
- I analyzed and enhanced web content in collaboration with creative and development teams.
- I implemented and maintained quality standards, process improvements, and cost-efficiency methodologies.
- I created and optimized website, digital, and print content, including strategic keyword placement, to improve organic performance and user engagement.
- I implemented HTML, CSS, JavaScript, and additional coding languages for responsive web design layouts in multiple optimal device sizes using various content management systems.
- I operated effectively in a remote environment, leveraging collaboration tools and maintaining self-motivation and detail orientation.

Department Coordinator

March 2025 - November 2025

Ultradent Products Inc

- Coordinated with the domestic and international equipment and repair teams about detail-oriented equipment and repair issues
- Created and responded to tickets in a timely manner
- Created purchase orders and invoices for domestic and international requests
- Maintained and restocked department inventory
- Organized team activities and events within required parameters such as time, budget, team interests, and deadlines

Senior Tutor - Learning Specialist - Instructor

November 2020 - June 2025

edX / 2U

- I advised over 500+ students in improving academic performance and project management via Zoom
- I guided 1-1 and small and large groups in situations that sometimes needed conflict resolution
- I explained complex topics to various adults using remote tools such as Slack, Figma, FigJam, the Google Suite, etc.
- I showcased how to carry out UX/UI design thinking strategies such as interviews with different target audiences, competitive analysis, research and synthesize data, information architecture, sketching, wireframed responsive layouts, style guides, branding, UX testing, presentations, etc.
- I observed and trained the class during code activities and projects to assist students such as with HTML5, CSS3, Bootstrap, JavaScript, JQuery

Operations Associate

September 2023 - October 2024

Kohl's

- I leveraged omni channel offerings to deliver a frictionless customer experience. I accurately delivered on our operational processes, including but not limited to, BOPUS, BOSS, MLS, SFS
- I received and processed product, including unloading truck shipments and executed stockroom operations and omni channel fulfillment
- I worked with a team to replenish the sales floor as necessary based on sell through and seasonal changes
- I engaged customers by greeting them and offering assistance with products and services, operate a cash register, scan items, bag merchandise and properly handle different methods of payment
- I supported inventory management from receipt to sale, including freight processing, back stocking, replenishment, inventory counts and price changes
- I answered incoming phone calls and directed them to the appropriate person or took messages as needed.

Content Designer Intern

May 2018 - December 2020

Family Literacy Centers

- I updated clear, concise, compelling and accurate web content and/or promotional copy using client style guides and SEO best practices
- I interviewed various stakeholders to understand client business goals, brand differentiators, target audiences, and website tone and voice
- I aligned outdated content with organizational goals and provide trackable calls to action
- I reviewed and updated materials for consistency, tone and voice, grammatical accuracy, editorial style, and user understanding.

Education

Utah Valley University	DevMountain	Salt Lake Community College	Brighton High School
Bachelor's of Science	Certificate in UX/UI Design	Associate's Degree in General Studies	High School Diploma
Web Design and Development	2016 - 2016	2011 - 2016	2008 - 2011
2017 - 2021			