



With over 10+ years of customer service and student support, I bring a comprehensive understanding of student mentorship, project management, and conflict resolution.

Work Experience

Learning Specialist - Instructor

November 2020 - Present

edX / 2U

- I advised over 500+ students in improving academic performance and project management
- I guided 1-1 and small and large groups in complex situations that sometimes involved a need for conflict resolution
- I explained complex topics to individuals with both a technical and non-technical background using tools such as Slack, Figma, FigJam, the Google Suite, etc.
- I aided 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, wireframe responsive layouts, style guides, branding, UX testing, presentations, etc.
- I helped observe and train the class during code activities and projects to assist students such as with HTML5, CSS3, Bootstrap, JavaScript, JQuery (via Zoom)

Facility Operations Team Member

April 2024 - January 2025

Lifetime Fitness

- 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

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 Design Freelancer

August 2019 - Present

Freelancing

- I developed, optimized, and published compelling content that aligned with client objectives and content best practices.
- 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 regularly updated content, focusing on keywords, meta tags, and editorial quality to achieve targeted organic search rankings.
- I operated effectively in a remote environment, leveraging collaboration tools and maintaining self-motivation and detail orientation.

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. I also did this in a team setting.

Data Entry Specialist

April 2015 - February 2018

Source HOV - Exela Technologies

- I adhered to security and privacy policies to protect company and customer information
- I handled time-sensitive materials like confidential and urgent packages in a high-volume production environment
- I performed verification data entry tasks and detailed logs promptly to ensure accuracy and identify errors
- I performed Mail Center activities including sorting, metering mail, printing, and folding
- I troubleshooted data issues and escalate to supervisors when necessary
- I participated in cross-training and perform additional duties as assigned (e.g., filing, outgoing shipments)

Education

Continuing Education	Bachelor's of Science in Web Design and Development	Certificate UX/UI Design	Associate's Degree in General Studies	High School Diploma
Utah Valley University	Utah Valley University	DevMountain	Salt Lake Community College	Brighton High School
Enrolled Summer 2025	2017 - 2021	2016 - 2016	2011 - 2016	2008 - 2011