ANDREW BAKER

PROFILE

User Experience student at Michigan State who is a team player interested in bridging the gap between users and technology to create a positive experience for all types of people.

EXPERIENCE

Delivery Driver
Mar. 2019 - Present

Uber Eats

- Completed on-time deliveries and quickly responded to orders on short notice. One hundred percent satisfaction rating from customers.

Reclaim Specialist
Aug. 2016 - Aug. 2019

Alliance Beverage Distributing

- Efficiently removed and sorted empty product from beverage trucks. Operated machinery & hi-los.
- Trained and coached new employees in reclaim process.

Student UX Designer/Researcher
Mar. 2019 - May 2019

Michigan State University

- Worked with a team on the UX design and research process, creating a re-brand and website redesign of 'The Cube' (formerly MSU Digital & Community Publishing Collective). Used research methods to create user stories, develop wire frames, rearrange information architecture, and design a mock up which was presented to the client.
- Created the prototype and mock up using Adobe XD and other Creative Suite programs.

Front Office Associate
Oct. 2018 - May 2019

Kellogg Hotel & Conference Center

- Worked in all positions of the front office rotation including front desk, reservations, PBX (phone operator), bell hop, and parking.
- Gained extensive customer service experience assisting guests with any concerns or requests before and during their stay.

Janitor
Apr. 2014 - Aug. 2016

Maple Hill Golf Course

- Duties included cleaning warehouse basement, stocking items, driving maintenance vehicles, maintaining golf course, some retail experience.
- Trained new employees.

CONTACT

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EDUCATION

Experience Architecture
Michigan State University
Graduating December 2020

High School Diploma
Grandville High School
Graduated 2017

SKILLS

Customer Service
Training
Working with Teams
User Interface Design
User Experience Design
Wire-framing
Information Architecture
Usability Testing
Prototyping
User Research

Technical Skills
Adobe XD & Sketch
Adobe Creative Suite
Cinema 4D
HTML/CSS
JavaScript
WordPress & WebFlow