

BS

# Barbara Soares

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UX Designer who thrives in unique, creative cultures. I want to focus on growing relationships with clients, and identifying opportunities to create meaningful experiences through design.

## Work Experience

### Director of Site Operations

07/2018 to Present  
Junior Achievement of Georgia  
Gwinnett, GA

Overall responsibility for coordinating all on-site operations to ensure a high standard of program and operational excellence for the JA Discovery Center at Gwinnett. In addition, the JA Discovery Center in Gwinnett serves as a hub of frequent business and community events in connection with the 200+ corporate partners involved in the initiative statewide.

- Promote onsite student engagement and learning within programs, serving up to 150 students each day.
- Develop annual plans to achieve program goals including critical benchmarks to monitor progress and effectively communicate specific goals to team members.
- Drive continual improvement process relying on data and observation to inform innovation and collaborating with team members cross-functionally to implement identified changes.
- Maximize capacity and utilization of facility considering all relevant operation inputs.
- Activate and steward partner brands to provide a strong return on investment.
- Foster an internal culture in alignment with brand and organizational values, while building strong working relationships with partners.
- Identify novel solutions to old problems and processes.
- Facilitate, coach, and train staff on program and JA's mission.
- Generate enthusiasm for ideas by tapping into shared values.

### Programs Manager

10/2014 to 07/2018  
Junior Achievement of Georgia  
Atlanta, GA

Overall responsibility for managing curriculum implementation for two programs at the 50K sq ft JA Chick-fil-A Foundation simulation center to deepen the client experience.

- Ensure the simple implementation of curriculum to impact 36,000 students utilizing established program management
- Plan, built, managed, and grew strategic partnerships with schools, districts, and corporate partners.

- Generated and implemented stewardship tools to foster relationships.
- Coordinate logistics for, develop and facilitate interactive and engaging trainings and supplementary resources for educators.
- Manage administration of program evaluation instruments and analyze results to inform business practices.
- Monitor and manage program calendar to ensure capacity is being fully utilized, proactively addressing scheduling conflicts.
- Efficiently manage inventory and distribution program materials.
- Develop best-in-class practices to overcome common obstacles and challenges, and demonstrate resourcefulness and adaptability to provide solutions to unexpected obstacles.
- Maintain an accurate list of program clients in customer management software.
- Effectively communicate program requirements to customers, and serve as contact to coordinate all logistics for the "on-site visit" to set and meet appropriate expectations.
- Promote brand and programs to general public to support growth into new markets.
- Contribute to creative meetings and brainstorm sessions with leadership and cross department members.

### Sr. Client Associate

09/2012 to 10/2014

Sovereign Risk Solutions

Marietta, GA

Responsible for managing accounts, updating client policy information, and creating relationships with potential new clients.

Built industry relationships and worked with business leaders within client

- organizations.

Communicated policy premiums, changes, and payment options with

- insurance carriers and clients addressing any concerns or questions.
- Updated policies after checking in, binding, and renewing client policies.

Supported client manager with over 30 larger client accounts estimated in

- value of \$300K.

Worked with sales associates to cross sell and up-sell opportunities

- contributing to the team's ability to exceed revenue targets.

Proactively identified and researched renewal strategies to continue growing

- business partnerships.

Assisted in the hiring and training of new associates.

## Skills



### Project Management

Figma- Wireframing, Prototyping, and Mock-ups

InVision- Rapid sketch prototyping & Mood Boards

Usability Testing

User Research & Persona Creation

Adobe & Adobe Rush (Video Editing)

Microsoft Office Suite, SharePoint, Office 365

Mac Software

Languages: Proficient/Fluent in English & Portuguese,  
Conversational/Social in Spanish

## Education



### **Kennesaw State University**

Bachelor of Arts in Modern Language and Culture

Kennesaw, GA

08/2004 to 05/2009

## Certifications / Licenses



### **Georgia Institute of Technology UX/UI Bootcamp**

09/2020 to 03/2021

24-week course which trains you on the necessary skills to enter the exciting fields of user interface (UI) design, user experience (UX) research, and product management. Students learn about user-centric design and a wealth of creative tools to build engaging designs and user experiences.

## Links



[www.linkedin.com/in/www.bsoares2017](https://www.linkedin.com/in/www.bsoares2017)