

Dyhara Gongora

Petaluma, CA
(415) 999-2647
gdgally@gmail.com
www.linkedin.com/in/dyhara-g

Professional Summary

Junior UX/UI Designer offering over 7 years of solid expertise in customer service focused on helping all customers find satisfactory solutions. Adept at taking initiative and resourceful problem solving while effectively assisting a variety of customers even during stressful situations. Possesses a background in web development along with qualitative research and user experience acquired while enrolled in various college and university courses.

Education

Santa Rosa Junior College — Santa Rosa, CA

JANUARY 2024 - MAY 2024

UX/UI Coursework and Skills Training in Web Development 1 and Adobe Photoshop

University of California, Santa Cruz — Santa Cruz, CA

SEPTEMBER 2017 - JUNE 2024

Bachelor of Science – Cognitive Science, Emphasis in Linguistics

Relevant Courses Taken: *Psychological Statistics, Introduction to Java, Brain Waves and Cognition, Psychology of Language, Psycholinguistics 1, Research Methods in Psychology, Introduction to Matlab for the Cognitive Sciences*

Experience

Starbucks, Petaluma, CA — Barista

OCTOBER 2022 - PRESENT

- Interviewed participants and gathered user feedback on a 10 week reusable cup project to determine if the reusable cups could be implemented worldwide.
- Currently working on a second iteration of the reusable cup test that incorporates feedback received from the first test from both customers and Starbucks partners by interviewing an additional number of users.
- Creates a welcoming environment by leveraging interpersonal communication and product knowledge to provide efficient and mistake-free service, especially during peak hours.

Ulta, Petaluma, CA — Beauty Advisor

MARCH 2021 - AUGUST 2021 / SEPTEMBER 2022 - FEBRUARY 2023

- Greeted customers in an amiable manner and built relationships with them to recommend personalized products based on trends, fashion, and preference.
- Achieved daily and weekly sales goals through proactive customer engagement and personalized product recommendations.

JJ's Burger Joint, Novato, CA — Cashier

DECEMBER 2019 - SEPTEMBER 2021

- Wrote procedures and a rulebook for store policies to streamline training and various work processes.
- Transferred physical menu onto various websites to increase accessibility of online ordering.
- Completed daily cash and credit sales reports for store managers and created an enjoyable experience for customers using communication skills in different languages.

Tools

HTML & CSS
Java
Figma
Canva
Adobe Photoshop
Qualtrics

Projects

Axolotl Webpage (2024)

Designed an axolotl webpage while taking *Web Development 1* using HTML and CSS.

Languages

English – Fluent
Spanish – Fluent
French – Basic

Awards

Partner of the Quarter,

Starbucks (2024)

Received award for continued excellence while assisting customers, being reliable, and upholding the company's values.