



DYHARA GONGORA

Junior UX/UI Designer

Junior UX/UI Designer with a Bachelor of Science degree in cognitive science and foundational skills in user experience design, qualitative research, and web development. Offers 7+ years of customer service expertise, leveraging strong communication and problem-solving abilities to enhance user satisfaction. Proficient in tools such as Figma, Adobe Photoshop, and Qualtrics, with a keen interest in designing intuitive and accessible digital experiences.

Contact



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<https://dyhara.github.io/dyharangora.portfolio/>

Education

University of California, Santa Cruz

Bachelor of Science - Cognitive Science, Emphasis in Linguistics

September 2017 - June 2022

Relevant Courses: Psychological Statistics, Research Methods in Psychology, Brain Waves and Cognition, Introduction to Java, Psycholinguistics, MATLAB for Cognitive Sciences

Santa Rosa Junior College

Skills Development in UX/UI Design

January 2024 - May 2024

Coursework: Web Development 1, Adobe Photoshop

Skills & Tools

Design Tools: Figma, Canva, Adobe Photoshop

Web Development: HTML & CSS

Research Tools: Qualtrics

Languages: English (Fluent), Spanish (Fluent), French (Basic)

Relevant Experience



Barista & User Feedback Contributor

Starbucks

Oct 2022 - Present

- Conducted user interviews and gathered feedback during a 10-week reusable cup project, influencing global implementation strategies.
- Iterated on project outcomes by collecting additional user insights and refining processes based on feedback.
- Cultivated a customer-centric environment through active listening and efficient service delivery.



Axolotl Website

Personal Project

Jan 2024 - May 2024

- Designed and developed responsive webpages using HTML and CSS as part of Web Development 1 coursework.
- Focused on creating an engaging user interface and ensuring accessibility across devices.

Additional Experience



Beauty Advisor

Ulta Beauty

Mar 2021 - Aug 2021, Sep 2022 - Feb 2023

- Fostered personalized user experiences by recommending products tailored to customer needs.
- Enhanced store sales through effective communication and relationship-building with clients.



Cashier

JJ's Burger Joint

Dec 2019 - Sep 2020

- Streamlined operational processes by documenting procedures and optimizing workflows.
- Improved customer satisfaction by digitizing the menu for online accessibility.



Cashier

Noah's Bagels

Jul 2017 - Sep 2019

- Created a welcoming environment and ensured efficient service delivery during high-volume periods.
- Maintained organization and cleanliness to improve the overall customer experience.

Awards

Partner of the Quarter,
Starbucks (2024)

Recognized for leadership in customer service, problem-solving, and teamwork. Effectively addressed diverse needs while enhancing team morale.