





# ERIN SOVEREIGN

Product Designer • 713-829-2771

## INFO

-  Houston, TX
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## TOOLS

- Adobe XD
- Adobe Photoshop
- InVision
- MS Office (Expert Excel certified)
- Figma
- Basic HTML
- Basic CSS
- Salesforce.com
- Miro

## SKILLS

- User Research
- User Surveys & Interviews
- Competitive Analysis
- User Personas
- Information Architecture
- Wireframing
- Rapid Prototyping
- Usability Testing
- A/B Testing
- Visual Design
- Frontend Development

## EDUCATION

### CareerFoundry

*Certification in UX Design | 2020*

Ten month intensive UX design program focused on user-centered design principles and mastering the entire UX process from User Research to a final prototype.

### Texas Christian University

*Bachelor of Business Administration | 2015*

## PROFILE

Creative and forward-thinking UX Designer able to gain insights into user needs and translate those into actionable steps. Experience in technical customer support facilitates understanding of customer needs and provides a unique perspective on the user experience.

## EXPERIENCE

### Site Support Specialist II

*CentralSquare Technologies | April 2018 - Feb 2020*

- Provided technical and functional support to resolve complex product issues
- Coordinated efforts between end users, clients, developers, and other specialists to allow for efficient problem resolution
- Acted as a liaison for the company as an onsite support specialist dedicated to one client

### Senior Product Specialist

*Cvent | Feb 2017 - April 2018*

- Investigated over 500 product issues reported by clients and assessed the need for changes in code at the development level
- Trained over 10 new product consultants on the Passkey product while managing their most challenging cases
- Tested integration of new client database due to company merger

### Product Consultant

*Cvent | Nov 2015 - Feb 2017*

- Collaborated with hotel, convention bureau, and meeting planner clients to manage and troubleshoot events built in Lanyon Passkey and maintained an overall client satisfaction rating of 95%
- Wrote over 200 articles for the client-facing knowledge base to deflect known customer issues
- Assisted the Professional Services team with operations on-site at several events with over 50,000 attendees