

Ingrid Andersen

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Education:

Certificate in UX/UI Design

University of Minnesota Twin Cities

Minneapolis, MN

B.A. in Communications, Media, and Rhetoric

University of Minnesota Morris

Morris, MN

Experience:

Barista/Shift Lead

Tao Organic Cafe

6/2022 - Present

Minneapolis, MN

- Greets customers, takes orders, and helps with dishes and cafe cleanliness.
- Makes coffee drinks, teas, herbal lattes, juices, and smoothies for guests.

Beer Wall Ambassador

The Market at Malcolm Yards

7/2021 - 6/2022

Minneapolis, MN

- Greeted customers at the host stand and at the self-pour beer wall.
- Gave tutorials on pouring, assisted customers, kept a clean, orderly, and welcoming wall.

Customer Service Specialist

Department of Vehicle Services

8/2020 - 6/2021

Saint Paul, MN

- Greeted visitors and screened them for Covid symptoms upon their arrival.
- Assisted visitors in getting checked in to the relevant departments in the office.

Front Desk Associate

Awaken for Wellness

4/2019 - 8/2020

Saint Paul, MN

- Welcomed clients, assisted with scheduling appointments, and processed payments.
- Worked with urgency to sustain a smooth flow of clients in and out of appointments.
- Educated new clients on services; discussed client needs to determine appropriate resources and next steps.
- Maintained an orderly, professional, and friendly atmosphere within the service area.

Lessons Manager

Guitar Center

11/2017 - 4/2019

Roseville, MN

- Interviewed new students on goals and interests and matched them with the appropriate instructor and resources.
- Served as the central point of communication for organized events: corresponded with clients and community partners.

Skills:

- information architecture and sitemapping
- interaction design
- wireframes and page layout
- mockups
- prototyping
- storyboarding
- aesthetics
- color theory
- creativity
- coding
- layout design

Projects:

CityUnderground Mobile Travel App

Solo project for a class assignment to create a travel app. Came up with the idea for this mobile travel app, did user research, and designed a prototype using Figma. After the initial design was complete, user tests were performed and then the design was iterated upon.

Department of the Interior Website Redesign

Solo project for a class assignment to redesign a government agency website. Conducted user research and interface analysis, synthesized findings, and came up with a new homepage and navigation design. Using Figma, a prototype was developed, user tests conducted, and final iterations made.