

Jazlyn Taylor  
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(541) 232-6272

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|---|--------------|
| <b>Career Foundry</b>   | 2018-present |
| <ul style="list-style-type: none"><li>• UX Design Certification</li></ul>                   |              |
| <b>University of San Francisco, San Francisco, CA</b>                                       | 2011-2015    |
| <ul style="list-style-type: none"><li>• Bachelor of Arts in International Studies</li></ul> |              |

## RELEVANT WORK EXPERIENCE

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|---|---------------------|
| <b>Skylar</b>   | Feb.2019-Present    |
| Customer Happiness Associate  |                     |
| <ul style="list-style-type: none"><li>• Provides prompt assistance and information to customers via email and chat</li><li>• Updates FAQs and product information on our site</li><li>• Creates and maintains Zendesk Macros for ticket responses</li></ul>                       |                     |
| <b>Fuel Cycle</b>   | July 2018-Feb.2019  |
| Product Specialist  |                     |
| <ul style="list-style-type: none"><li>• Answered and solved Support Tickets submitted by clients and colleagues</li><li>• Prepared explainer documents about new features and releases</li><li>• Assisted Community Management team with data collection and moderation</li></ul> |                     |
| <b>eharmony</b>   | Dec. 2016-May 2018  |
| Office Assistant  |                     |
| <ul style="list-style-type: none"><li>• Welcomed guests and acted as office concierge</li><li>• Coordinated interview schedules and travel for candidates</li><li>• Assisted Executive Team and Human Resources with administrative needs</li></ul>                               |                     |
| <b>Career Group Companies</b>   | Mar. 2016-Dec. 2016 |
| Temporary Administrative Roles  |                     |
| <ul style="list-style-type: none"><li>• Assisted administrative teams with clerical tasks</li><li>• Performed data entry and organizational tasks</li></ul>   |                     |

## VOLUNTEER EXPERIENCE

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|--|--------------------|
| <b>University of San Francisco</b>   | Aug. 2014-May 2015 |
| International Studies Peer Advisor   |                    |
| <ul style="list-style-type: none"><li>• Provided guidance for students about classes, studying abroad and how to navigate the major</li><li>• Collaborated with faculty to plan exciting events for students</li></ul> |                    |
| <b>Generation Citizen</b>  | Aug. 2014-May 2015 |
| Democracy Coach  |                    |
| <ul style="list-style-type: none"><li>• Implemented weekly civics lessons to middle school classes</li><li>• Facilitated the development of advocacy projects that resulted in policy changes at the schools</li></ul> |                    |