Joanathon Zinninger

UI/UX Designer

UI designer with experience in supervising office operations and customer relations. Design skills centered on producing beautiful, easy to use products that satisfy customers' needs. Empathy and determination serve as a driving force for handling any challenge.

Experience

Illinois Department of Employment Security (2020 - 2021)
Fraud Specialist

- Worked on a fraud team which involved analysis, data entry, and document indexing, resulting in thousands of applications/cases being processed in a short period of time.

Topline HVAC Inc. (2018 - 2020)

Office Administration & Customer Service

- Analyzed work fluctuation trends to create new employee schedules and effectively manage payroll hours, creating a better work/life balance for all and leaving employees satisfied.
- Created a new accounts receivable system to resolve issues with money monitoring, resulting in accurate organization and no more unaccounted funds.
- Ensured efficient project operations by making sure all equipment, products, and materials were in stock, scheduling the proper technicians/teams, and collecting needed payments.
- Ensuring customers received top-quality service and were left happy and satisfied through over-the-phone and in person interactions.
- Scheduled and organized provided services in a timely fashion to satisfy customer needs and expedite technician workflow.

Panera Bread (2016 - 2018)

Customer Service

- Contributed to a warm and inviting atmosphere by greeting and assisting all customers in a friendly manner, leaving them happy creating return customers.
- Crafted numerous picture-worthy drinks with accuracy and speed even during busy hours and ensured fast service and satisfied customers.

Contact

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💼 portfolio.com

in linkedin.com/in/joanathonz

Skills

User Interface Design

User Research

User Flows

Prototyping

Wireframing

Usability Testing

Styles Guides

Branding

Illustration

Public Speaking

Tools

Sketch

Adobe Photoshop

Adobe Illustrator

Microsoft Office

Google Worspace

Education

Careerfoundry
UI Immersion (2021)

Elmwood Park
High School (2018)