

Julia Santoro

UX Designer

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EXPERIENCE

Technical Recruiter

TEKsystems

Jun 2022 - Sep 2022

- Delivered high volume recruitment solutions to Fortune 500 clients
- Sourced backend software engineers for clients like JP Morgan and Bank of America

Community Management Associate

Ana Luisa

Jun 2021 - May 2022

- Managed engagement with weekly influx of 1,000+ messages on social platforms contributing to a 20% growth in Instagram followers (100k+)
- Conducted and presented research on customer insights, roadblocks, and social media conversion each quarter
- Developed FAQ language for launches and workflows across social platforms and CX emails
- Curated user-generated content (UGC) and defined Instagram activations

Care Coordinator

Memorial Sloan Kettering Cancer Center

Mar 2020 - Dec 2020

- Resolved all patient inquiries about plan of care, insurance charges, and hospital services
- Coordinated treatment plan for four clinical teams with a combined volume of 25-50+ patients on a daily basis

EDUCATION

Google UX Design Professional Certificate

Coursera

Sep 2022 - Mar 2023

BS in Applied Psychology + Global Public Health

Minor in Sociology

New York University

Sep 2016 - Dec 2019

SKILLS

Tools

Figma
Adobe XD
Sketch

Design

User-centered design
Equity-focused design
User research
Personas
Storyboarding
Wireframing
Prototyping

Research

Empathy mapping
User journey mapping
Usability testing
Interviews
Surveys