Julia Santoro

UX Designer

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EXPERIENCE

Technical Recruiter
Jun 2022 - Sep 2022
TEKsystems

- 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
Jun 2021 - May 2022
Ana Luisa

- 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
Mar 2020 - Dec 2020
Memorial Sloan Kettering Cancer Center

- 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
Sep 2022 - Mar 2023

BS in Applied Psychology + Global Public Health
Sep 2016 - Dec 2019
Minor in Sociology
New York University

SKILLS

Tools

Figma

Adobe XD

Sketch

Design

User-centered design

Equity-focused design

User research

Personas

Storyboarding

Wireframing

Prototyping

Research

Empathy mapping

User journeys

Usability testing

Interviews

Surveys