Julia Santoro

EXPERIENCE

Technical Recruiter   *Jun - Sep 2022*
TEKsystems

- Source backend engineers
- Work with account managers to

Community Management Associate   *Jun 2021 - May 2022*
Ana Luisa

- Conducted and presented research on customer insights, roadblocks, and social engagement conversion each quarter
- Developed FAQ language for launches and workflows across social platforms and CX emails
- Curated user-generated content (UGC) and defined market activations on Instagram

Care Coordinator   *Mar - Dec 2020*
Memorial Sloan Kettering Cancer Center

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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
User testing