KATARINA MAZANKA

UX DESIGNER•UX RESEARCHER

KATMAZAN@UMICH.EDU
248-954-2939

Education

University of Michigan School of Information•Ann Arbor, MI•Sept 2015-Present
Bachelor of Science in Information - Specialization in User Experience Design
Minor in Digital Studies

Work Experience

Customer Service Representative•NuArx Inc.•Southfield, MI•May 2017-Present
Assist customers in troubleshooting firewall and network issues by communicating technical problems in layman terms
Experience using Salesforce and Zendesk to assist customers and co-workers

Intern•Koreanmall•Seoul, South Korea•May 2018-July 2018
Developed re-designs for pages of the Koreanmall website including the Homepage, Review Layout, and Item pages
Presented research on the user experience after analyzing competitor's websites and after conducting interviews with users

Assistant Instructor•Gamestart School•Ann Arbor, MI•July 2016 - Sept. 2016
Taught and encouraged students' basic programming skills by using coding games and Minecraft mods in a fun and upbeat environment
Created lesson plans by collaborating with other instructors

Assistant Coach•Force Volleyball Acadamey•West Bloomfield, MI•Nov. 2014 - June 2014
Coached volleyball skills to players by attending three practices a week plus travelled to tournaments around the country for weekend tournaments
Worked on analytical skills by creating and planning lineups and analyzing game statistics

Academic Projects

UX Researcher•Michigan Dining App
Conducted user testing as part of a team using various research methods such as card sorting, interviewing, and A/B testing to determine the lacking areas of the Michigan Dining App

Programmer•Social Media Analysis
Used Python and SQL to create databases of online activity
Made unique data visualizations with the data found from Social Media APIs

Researcher•Study Through Game Design
Closely studied the representation of gender and minority identities in video games while working on a final game design that explored these issues

Skills

Proficient in C++

Proficient in Python

Basic HTML and CSS

PostgreSQL,/MySQL

Web Development/Flask

Adobe Photoshop and Illustrator

User Research Methods

Salesforce and Zendesk

Sketch

Leadership Activities

Co-Founder
Enfield Tennis Acadamey•Ann Arbor, MI
Sept. 2016 - Present
•Recruit potential members on campus and plan meetings for book discussions

Internal Activities Chair
Sigma Phi•Ann Arbor, MI
Sept. 2016 - Present
•Plan events for members of the fraternity including relationship safety seminars
•Resolve conflicts between members through group mediation