

Kaylee Craig



Chicago, IL

Portfolio: <https://kayleecraig.github.io>

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UX DESIGNER

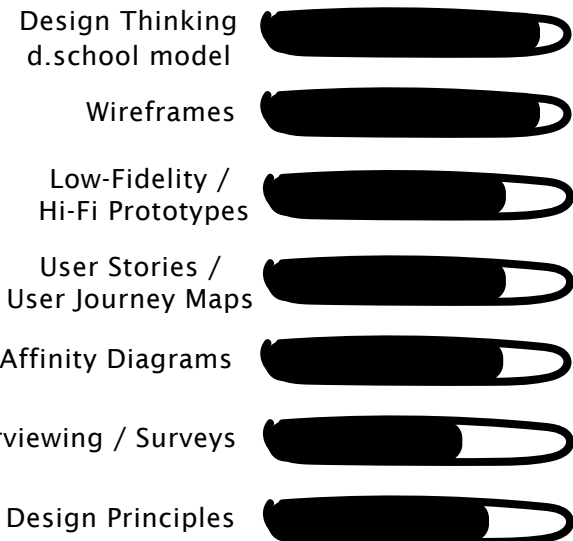
University of California, San Diego (UCSD) B.A. COMMUNICATION (2015-2018)

Interaction Design Foundation UX DESIGN (2019 - 2020)

Skills



UX Methods



Work Experience

2019 - Current	Team Lead / Barista at Philz Coffee
2019 - Current	Freelance Writer / Merch Designer
2018 - 2018	Barista at Starbucks and Philz Coffee
2016 - 2018	Fiscal Student Manager / Team Lead / Barista at Audrey's Cafe UCSD
2015 - 2018	Fiscal Assistant at UCSD

Interests: *Psychology, Design, Writing, Reading, Art, Music, AI, and Sustainability*

<div data-bbox="31 27 702 76">Team Lead / Barista at Philz Coffee</div> <ul style="list-style-type: none"> • Led a team of four under the guidance of the NSO Project Manager to prepare the store for the NSO in October 2019 • Lead teams and work closely with my fellow Team Leads on operational tasks such as ordering, resolving customer complaints, resolving issues brought to our attention by the team, and encouraging team members to strive for consistent drink quality through check-ins and feedback • Additionally, I led the Waste Diversion initiative for my store by implementing a system for the team to follow, training the team and management, designing signage, and working with other Philz stores in the region on their sustainability efforts. I continue to improve this project and work with the waste management services we partner with, as well 	<div data-bbox="1295 27 1556 68">2019 - Current</div>
<div data-bbox="31 603 686 653">Freelance Writer / Merch Designer</div> <ul style="list-style-type: none"> • As of recent, I have sold 1027 shirts and other units of merch with my designs through Etsy and Amazon Merch • Manage both stores in tracking units sold, and the determining of pricing and product page content. Additionally, I follow up with customers, whether they left reviews or not, to give them the chance to provide feedback • I submitted works to around 25 publications and had work published by three of them. Additionally, I copyread and write for one of those publications to this day 	<div data-bbox="1295 603 1560 653">2019 - Current</div>
<div data-bbox="31 1152 446 1201">Barista at Philz Coffee</div> <ul style="list-style-type: none"> • Worked during the opening of a new store and helped advertise the event • Worked with teams of 2-3 other baristas at a time to deliver quality service and a quality environment for customers (guests) • Engaged with guests when possible and empowered my fellow baristas to be their best • Took initiative on tasks that helped with the upkeep of the store even when they weren't pleasant tasks to complete 	<div data-bbox="1348 1152 1560 1201">2018 - 2018</div>
<div data-bbox="15 1673 1564 1728">Fiscal Student Manager / Team Lead / Barista at Audrey's Cafe UCSD</div> <div data-bbox="1348 1673 1564 1728">2016 - 2018</div> <ul style="list-style-type: none"> • Led teams of 4-5 Baristas and Team Leads at any one time and was responsible for cash handling and performing safe audits • When I was promoted to Fiscal Student Manager, I performed some operational duties such as tracking and recording account payables, daily sales tracking and setting sales goals for the team, coordinating meetings for the team and management team, assisting in interviews, communicating with Team Leads and the team about important updates, and coordinating the Barista of the Month incentive program • Before leaving my position, I trained my successor in the fiscal assistant duties the position called for 	
<div data-bbox="31 2304 478 2354">Fiscal Assistant at UCSD</div> <ul style="list-style-type: none"> • Was in charge of tracking and recording account payables in their database, assisted in reviewing payroll, and processed sales deposits from two cafes that fell under this department's oversight • Prepared fiscal reports and coordinated waste audits for their waste diversion project • Developed a training program for the successors to my position 	<div data-bbox="1348 2304 1560 2354">2015 - 2018</div>