

Kaylee Craig



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UX DESIGNER

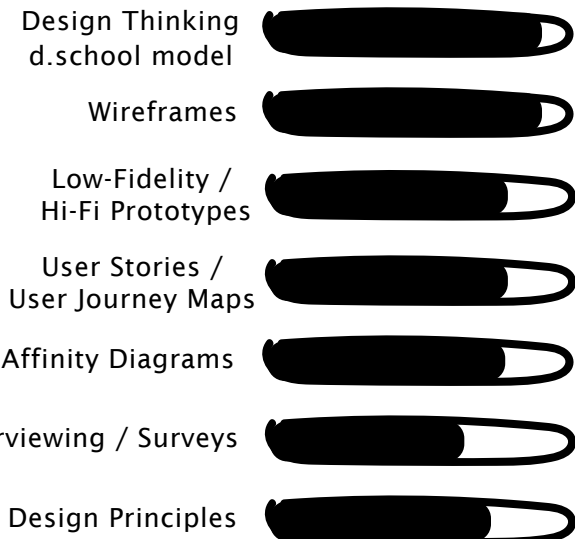
University of California, San Diego (UCSD) B.A. COMMUNICATION (2015-2018)

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*

Team Lead / Barista at Philz Coffee

2019 - Current

- 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

Freelance Writer / Merch Designer

2019 - Current

- 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

Barista at Philz Coffee

2018 - 2018

- 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

Fiscal Student Manager / Team Lead / Barista at Audrey’s Cafe UCSD

2016 - 2018

- 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

Fiscal Assistant at UCSD

2015 - 2018

- 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