



# KIMBERLY ZELAYA

UI & UX DESIGNER

## ABOUT ME

Attending a UX/UI bootcamp to further my research and creative skills.

### LANGUAGE:

English

Spanish

📞 385-233-1967

✉️ krzelaya@gmail.com

## MY SKILLS

### PROFESSIONAL

Figma	● ● ● ● ●
Miro	● ● ● ● ●
Adobe XD	● ● ● ● ●
Indesign	● ● ● ● ●
Wordpress	● ● ● ● ●
MS Word	● ● ● ● ●

### PERSONAL

Leadership	● ● ● ● ●
Teamwork	● ● ● ● ●
Integrity	● ● ● ● ●
Loyalty	● ● ● ● ●

## INTERESTS

Singing	Travel	Music
Books	Writing	

## WORK EXPERIENCE

2020 - Present

Univeristy of Utah  
Salt Lake City, UT

ABSENCE MANAGEMENT TECHNICIAN

- Participated in user testing to launch eForm leave request
- Identifying and researching difficult issues related to LOA
- Interpreting health documents to determine leave approval

2019 - 2020

Easypost  
Lehi, UT

CUSSTOMER EXPERIENCE AGENT

- Engaged with different vendors and team members on a regular basis
- Managed and tracked trends and issues to assist with resolutions
- Support day-to-day operational issues for fulfillment

2018 - 2019

Young Living  
Lehi, UT

MEMBER SERVICES CHAT AGENT

- Assisted members with solutions best suited to their needs
- Empathize with members when calls become escalated
- Processing quick orders/autoship orders/order inquiries

## MY EDUCATION

2021- 2022

University of Utah  
Salt Lake City, UT

CERTIFICATE, UX/UI DESIGN

Hands on training, that is a user-centric design research, thinking, prototyping,

2008 - 2021

Utah Valley University  
Orem, UT

ASSOCIATE OF SCIENCE IN UNIVERSITY STUDIES

2021 - 2023

Utah Valley University  
Orem, UT

BACHELOR OF SCIENCE IN PSYCHOLOGY

Minor in Data Analytics  
Expected Graduation date: May 2023

## REFERENCES

CAMILLE DURTSCHI

Creative Director, Salt Lake Tribune  
801-616-0713  
cdurtschi@sltib.com

NANCY RUBIO

Recruting, Extra Storage  
801-592-7634  
rubioalejandra68@gmail.com