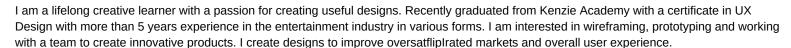
# NATASSJA JORDAN

# UX/UI DESIGNER WWW.UXNATASSJA.COM

PERSONAL **PROFILE** 





#### **EDUCATION**

**Kenzie Academy • UI Engineering Certification** UX/UI Design Certification | Class of 2021

Art Institute of Atlanta • Media and Audio | Class of

Agnes Scott College • Performing Arts Management | Class of 2013

#### **SKILLS**

- HTML/CSS
- **SCSS**
- Sass
- JavaScript
- React
- Wireframes
- Whimsical
- Sketch
- InVision
- Photoshop
- Prototyping
- Figma
- UX Writing
- Logic
- ProTools
- Adobe Suite

#### EXPERIENCE

# Gigtor, Remote — UX Researcher / Project Manager APR 2021 - Present

- · Creating competitive analysis reports and visualizing data insights in an agile environment
- Utilizing tools like Excel, Figma, and more to conduct surveys, collect data, and analyze research materials
- a remote, international team

# **Southern New Hampshire University on** Kenzie Academy, Remote — UX/UI Engineering Tutor JAN 2021 - Present

- Experience in object-oriented programming; developing, and debugging • code; designing interfaces; and building efficient business solutions in an Agile Environment.
- Slack, Zoom, GitHub, in order to show them how to meet deadlines and requirements for projects utilizing React and Redux on the Front End.
- Tutor UX Design and User Interface Engineering students one on one daily thru \* curriculum involving HTML, CSS, Javascript, Node.js, React, and Redux.

## Kenzie Academy, Remote — Project Based Training OCT 2019 - JAN 2021

- · Studied and utilized UX Design software like Figma, Whimsical, Sketch, Photoshop, InVision, etc.
- Successfully built websites and apps with coding languages such as HTML/CSS, SCSS, Sass, JavaScript and React
- Virtually communicating with and connecting
  Experience drawing from a variety of research methods at different stages of the design process to encourage early design work, inform the initial opportunity, collect formative feedback to support iteration, and validate a launch solution.
  - Worked on diverse teams to collaborate on projects completed within tight deadlines

#### Wrrk, Remote —Customer Service Rep OCT 2019 - PRESENT

- Worked with remote teams of 5 to 10 using
  Communicate with internal teammates, clients, and account managers about services and trends
  - · Resolve customer inquiries and exceed service delivery standards, completing tickets at 125% of daily target
  - Utilize CRM and eCommerce software including Zendesk, Shopify, Freshdesk, StitchLabs, RecurlySupport management by leading training sessions and creating training materials
  - · Successfully working in a fast-paced remote environment using platforms such as Slack, Zoom, Skype, GoogleDocs, GoogleSheets, etc to communicate with cross-functional teams

## Stone Mountain Park, Stone Mountain, GA -Photo Merchandise Assistant Lead/Trainer DEC 2016 - AUG 2019

- Supervised and delegated assignments to groups of 4-12 employees
- Delivered high quality images to guests, accurately setting camera settings prior to shooting photos
- · Rebuilt the training method and manualLed team training sessions, including new team member training
- · Coordinated and conducted morning/safety meetings as required

#### AIB TV, Atlanta, GA — TV Host NOV 2016 -NOV 2019

- · Led and performed on-camera as a broadcast journalist
- · Brought light to community leaders and
- Developed strong communication and storytelling skills
- · Gained experience as an influencer
- Public speaking experience and ability to manage priorities in a high-productivity environment with tight deadlines
- · Experience writing scripts and thoughtprovoking interview questions