

# NATASSJA JORDAN

## UX/UI DESIGNER



### PERSONAL PROFILE

I am a lifelong creative learner with a passion for creating useful designs. Recently graduated from Kenzie Academy with a certificate in UX Design with more than 5 years experience in the entertainment industry in various forms. I am interested in wireframing, prototyping and working with a team to create innovative products. I create designs to improve oversatfliplrated markets and overall user experience.

### EDUCATION

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

**Art Institute of Atlanta • Media and Audio** | Class of 2018

**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

**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
- 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
- **Project Work**
  - Designed an application to innovate a segment of our healthcare system by getting emergency help to underserved communities with thoughtful care.

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

- 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
- Provide social media services to our clients

**Kids TV INTL, Travel/Remote — Camp Director** JUN 2016 -Present

- Direct and teach film essentials to children ages 7-14
- Lead lessons on Scriptwriting, Storyboarding, Video Editing, On-Set Etiquette, Sound Design, Boom Operation Skills, Set Design and Post-Production
- Utilize video and audio editing software (Final Cut, Logic, ProTools, Adobe Premiere and more)Consistently deliver high-volumes of content with extremely tight deadlines

**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 issues
- 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 thought-provoking interview questions