

KYLE PETERSEN

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Seeking Opportunities to leverage Engineering & Design strengths for the UX/UI Design field

Education

University of Central Florida/Trilogy Education Services | UX/Ui Design | 2020-2021

F.I.R.S.T Institute | Digital Film and Video Production Degree 2018 | Class Valedictorian

Ohio State University | Mechanical Engineering | 2012 – 2014

Experience

PSAV | The Gaylord Palms Resort

Audio Visual Technician, Orlando, Florida • September 2018-Present

- Set up, test and run Audio Visual sets and equipment such as video, audio and lighting equipment
- Provide outstanding customer service and high-profile guest relations
- Conduct quality control tests on equipment, before, during, and after events
- Troubleshoot and resolve technical issues in a timely and professional manner
- Manage a small team to complete daily and nightly operations
- Perform routine service and maintenance of Audio-Visual equipment

Walt Disney World Resort | ESPN Wide World of Sports

Customer Service Attendant (Part-Time), Orlando, Florida • February 2016-June 2017

I offered quality Customer service and Guest interaction for the following areas:

- Main entrance Parking Attendant
- Ushering for sporting events and activities

Disney Springs | The Boathouse

Prep Cook, Orlando, Florida • October 2015-February 2016

Prep Cook with experience working in an award winning, high volume Steak and Seafood Restaurant

- Consistently provided professional, friendly and engaging service
- Skillfully prepared items based on the restaurant's food schedule
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards
- Routinely supported other areas of the Boathouse kitchen as requested
- Routinely cleaned work areas, counters, floors, storage areas and service refrigerators
- Managed closing duties, including restocking items
- Developed and maintained positive working relationships with others to reach business goals
- Effectively used items in stock to decrease waste and profit loss

Kroger Company

Customer Service, Deli Department, Liberty Township, Ohio • May 2014-September 2015

- Provided quality customer service to customers in the store deli department.
- Achieved targeted sales by providing extraordinary customer service and minimized shrinkage through proper utilization of Standard Practices

- Operated and sharpened meat-slicer; wrap stand
- Maintained pans and hot case, and packed chicken for service case
- Maintained inventory levels in the department

Skills

- Digital Wireframing and prototyping
- HTML
- CSS
- User Experience Interviewing as well as User Testing
- Strong communication skills
- User Experience and Interface design Process
- Fluent with Figma
- Fluent with Invision rapid prototyping
- Comfortable with Design and Prototyping process
- Fluent with Microsoft Office Suite
- Fluent with Adobe suite of programs, After Effects, Premiere, Photoshop, as well as Adobe XD
- 744 total hours in Digital Film and Production Learning
- Advanced Camera Techniques
- Digital Audio Recording
- Advanced Lighting Techniques