MARLA C. WRIGHT

UX DESIGNER

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PORTFOLIO	https://mcwright711.github.io/myportfolio/
ADDRESS	West Jordan, UT

SUMMARY

Talented user experience designer well-versed in research methods, analysis, and storytelling, combining creativity and user-centric viewpoints to design web and mobile applications collaboratively. Thrives on creating delightful user experiences to improve usability, accessibility, and analytics.

SKILLS

Applications: Figma, Miro, Canva, Trello, Microsoft Office Suite, Google Office Suite | **UX/UI**: Wireframing, User Research (Qualitative & Quantitative), Prototyping, Editing, Usability Testing, Project Management, Copywriting, Designing | **Languages**: HTML5, CSS3, English, French

EDUCATION

UX/UI Design Certificate

University of Utah, 2023

BS in English Teaching

Utah State University, 2010

EXPERIENCE

ENGLISH EDUCATOR (SECONDARY)
2019–PRESENT

Granite SD, West Valley City, UT

Educate youth on communication and textual analysis, communicate with stakeholders and students regularly on progress made, design modules to teach concepts in a variety of ways to meet the Utah state core standards.

Key Accomplishments:

- Recognized as a "Proficient" Educator
- Guaranteed 2 week turn-around time for grading 200 essays

ROADSIDE ASSISTANCE COORDINATOR
2019

Honk Technologies, Provo, UT

Orchestrated roadside assistance services for stranded motorists, indexed important details for the provider coordination team, defused high conflict situations with excellent customer service skills on a regular basis.

Key Accomplishments:

- Exceeded hourly productivity goal (11.39/10) for tasks completed and calls made on a daily basis
- Achieved an average score of 94/100 on evaluated calls with customers and clients