

# RAMIN PARTOVI

UX DESIGNER

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[raminpartovi.com](http://raminpartovi.com)

## PROFILE

### EDUCATION

UX Berkeley Extension

San Francisco, CA - Jan 2019 - August 2019

User Experience Design Program

San Francisco State University

San Francisco, CA - 2010 - 2012

Bachelor of Science (BS), Business Marketing

### SKILLS

**Tools:** Adobe Creative Suite • Figma • Sketch  
• Principle • Adobe XD • Invision

**Other:** HTML/CSS • Branding • Digital  
Marketing • Business Development & Strategy  
• Sales Development & Negotiation

**Design:** User Interface & Interaction • Web  
Design • Personas • Customer Journey  
Mapping • Wireframing • Storyboarding • User  
Flows • Low to High Fidelity Mockups • Visual  
Design

**Research:** User Interviews & Research •  
Contextual Inquiries • Usability Testing •  
Competitive Analysis • A/B Testing • Affinity  
Diagrams

## WORK EXPERIENCE

### UC BERKELEY EXTENSION

UX Designer

Jan 2019 - Aug 2019 • San Francisco, CA

Lead UX designer on creating a music transcription solution named [EchoNote](#) (click to review case study). Brainstormed to establish MVP and to deliver final assets for evaluation

Collaborated with another UX designer to create a music match making solution named [Tango](#) (click to review case study). Took part in understanding the UX design process including user and competitive research, wireframing, visual design, and various other methodologies

### EVERFI

Enterprise Customer Success Manager

Jul 2016 - Jan 2019 • Walnut Creek, CA

Managed portfolio of 80-100 accounts of enterprise & strategic customers; total ACV of \$1.4 million

Worked with cross-functional teams to develop opportunities and solutions to meet the needs of partners

Renewed customer contracts to protect existing revenue streams and qualified opportunities for revenue growth.

Identified potential issues and risks early in the implementation cycle and develop backup strategies and contingency plans for resolution.

### LAWROOM

Client Services Representative

May 2015 - Jul 2016 • Walnut Creek, CA

Managed portfolio of 100-150 accounts of small-medium businesses

trained and supported clients in program implementation, administration and best practices

Worked directly with product team to develop and implement climate survey product

Applying solutions-oriented approach to all interactions with clients and stakeholders

### SPARKART

Assistant Account Manager

Apr 2013 - Feb 2014 • Oakland, CA

Managed online fan clubs for high profile clients such as Jason Aldean, Rascal Flatts, Jon Bon Jovi, and Janet Jackson

Created and posted content for news posts, email blasts, contests, promotions, videos, etc.

Coordinated with clients and UX department to execute digital marketing strategies to develop new features and designs

Used user and sales data to apply solutions-oriented approach to all interactions with clients