Rachel Longoria UX Designer

rachellongoria.github.io/portfolio

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Experience

Service Design Intern, *City Of Austin Office of Design & Delivery*
January 2020 - May 2020

Conducted user research by facilitating a journey mapping workshop with the City of Austin's Service Design Lab. Conducted interviews and gathered data to create a post-project client survey that measures project implementation and impact. Created a visual flow chart and pamphlet for client office visits to help explain project timelines.

Server/Web Designer, *Pour House Pints & Pies*
Dec 2018 - Current

Conducted heuristic analysis on company's current website and worked with a coworker to redesign website and update menu. Collected feedback from coworkers and convinced managers to add POS features that improved Front of House task flows.

Technical Advisor, *Electronic Arts*
Jan 2018 - Dec 2018

Designed recap pdfs for my team's monthly meetings. Participated in usability testing with our UAT team which improved the experience of our internal customer management tool. Updated multiple internal processes which helped improve the quality of our customer calls.

Lead Trainer/Bartender, *Chili's Grill & Bar*
Feb 2011 -Jan 2018

Redesigned the entire training program for our restaurant which improved the on-boarding process for new hires and trainers

Awards

Process Champion, Month of June - Electronic Arts, 2018

Top Bonus Receiver, WWCE (48 days) - Electronic Arts, 2018

Employee of the Year - Chili's Grill & Bar, 2015

Education

A.A.S. Visual Communication - User Experience Design *Austin Community College* Aug 2018 - May 2020

Skills

Design
Sketching
Personas
Storyboarding
Journey Mapping
User flows
Wireframing
Rapid prototyping

Tools
Adobe XD
Adobe Photoshop
Adobe Illustrator
Sketch
Figma
Invision
Mural
JIRA
Miro
Trello
Slack
Google Drive

Research
Usability testing
Contextual inquiry
In-depth interviews
Heuristic analysis
Qualitative analysis
Quantitative analysis