# Rachel Longoria UX Designer

rachellongoria.github.io/portfolio

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## Experience

**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.

**Lead Server**, *China Cafe*
Jan 2010 -Feb 2011

Created side work chart and scheduling for Front of House staff, which led to better productivity by providing consistency and organization.

## 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
User flows
Wireframing
Rapid prototyping

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

**Tools**
Adobe XD
Adobe Photoshop
Adobe Illustrator
Sketch
Figma
Invision
Mural
JIRA
Evernote
Slack
Google Drive