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

Miro

Slack

Trello

Google Drive