

MARIAH KEY

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5604 Southwest Pkwy
Austin, TX, 78735

[Behance](#)

[Portfolio Website](#)

Skills:

- User Research
- Competitive Analysis
- User Interviews
- User Personas
- Wireframing: Low, Mid and High-Fidelity
- Prototyping
- Frontend Development

Tools:

- Adobe XD
- Figma
- Usability Hub
- Photoshop
- CSS, JavaScript and HTML
- Microsoft Office
- Google Suites

PROFILE

Mobile Phlebotomy Associate with a background in Customer Service. Experience in working with clients and vendors to ensure orders are completed by their deadline for an average of 150 clients a day.

EXPERIENCE

Mobile Phlebotomy Customer Experience Associate; Austin, TX — 2021 - Present

- Coordinated scheduling of patients through communication with vendors and physicians within the desired time range.
- Assisted in exceeding the company goal of scheduling over 50,000 mobile blood draws within the Women's Health, Oncology and Organ Health departments.

Store Support, Whole Foods Market; Austin TX — 2020 - 2021

- Created a positive and unique customer experience demonstrating product knowledge and communicating the company's sustainability goals.
- Trained and supported team members in standard operating procedures and expectations for customer service.

Server and Bartender with Marketing Position, First Watch; Cedar Park, TX — 2019 - 2020

- Assisted management by training on average 3 new team members a week.
- Held a marketing position and attended events speaking to the community about the company's farm to market values.

Head Host, The Oasis on Lake Travis; Austin, TX — 2016 - 2018

- Worked to exceed expectations for thousands of guests weekly at one of Austin's largest tourist attractions.
- Set expectations and supported new hires through training.
- Provided service to private events working with management to create an experience that will last a lifetime.

EDUCATION

CareerFoundry — Certificate in UI Design with a Specialization in Frontend Development, 2024

Texas State University, San Marcos, TX — BFA in Art and Art History, 2019