# RU

## Ray Uhrig

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## Professional Summary

Junior UX Designer with over twenty years of experience in the Education and Hospitality industries. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Well-versed in managing implementation and training while also handling all support functions for customers.

## Relevant Work History

### Harmon Brothers Consulting - Vendor Relations
Remote                                         04/2021- 08/2020
- Interact with clients to determine 3PL needs
- Connect with a vet vendors for client needs
- Oversee referral commissions for HBC

### Hive Digital Minds - Customer Success Manager
Greenwood Village, Colorado          04/2017- 08/2020
- Oversaw implementation, training, and support for SchoolBzz- a SaaS communication platform for schools
- Created training and support materials for SchoolBzz users
- Monitored metrics and developed actionable insights to improve efficiency and performance.

### SkyView Academy Charter School - Operations and Facility Manager
Highlands Ranch, Colorado          08/2010 - 06/2016
- Oversaw Facilities and Operations
- Oversaw all aspects of the Volunteer Program for all SVA families

### Realty Network Inc. - Real Estate Agent
Parker, Colorado                              08/2005- 08/2010
- Helped clients sell and find their dream homes

## Education

**Schiller International University;** Paris, France
**MBA**: International Hospitality & Tourism 1993

**Schiller International University;** London, England
**BBA**: Hospitality Management & Tourism 1990

**South Eugene High School;** Eugene, Oregon
**High School Diploma** 1986

## UI/UX

- User Research
- Information Architecture
- Wireframe & Prototype
- Usability Testing

## Soft Skills

- Customer Relations
- Hospitality
- Implementation Management
- Training and Development
- Data Analysis
- Online Support Services
- Problem Solving Abilities
- Marketing Development

## Tools

- Sketch 3
- Marvel
- G Suite
- Trello
- Slack
- WordPress
- PC/Mac OS
- Replit
- Atom

## Licenses & Certificates

**Jones College**; Denver, Colorado
**Real Estate License** 2005

**Careerfoundry**; Berlin, Germany
 **UX Design Program** 2021
 **Front End Development** 2022