

# Sofia Grytsenko

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## EDUCATION

School of Visual Arts | New York City, New York May 2026  
*Masters of Arts*

Rochester Institute of Technology | Rochester, New York May 2023  
*Bachelor of Science*  
Major: Human Centered Computing  
Summa Cum Laude

## EXPERIENCE

Continual Care Solutions | Rochester, New York September 2023 – September 2024  
*Quality Assurance Analyst*

- Spearheaded comprehensive testing and optimization efforts, improving product quality by 30%, in collaboration with development teams.
- Formulated and implemented robust quality assurance guidelines, which reduced testing errors by 15% and ensured consistent product excellence across all releases.
- Directed a strategic UX overhaul, including the design of a modernized icon set that increased user satisfaction by 50%.
- Drove a 20% growth in customer base within one year through targeted strategies and initiatives.

QuidelOrtho | Rochester, New York May 2023 – September 2023  
*User Experience Designer*

- Developed 10+ high-quality medical illustrations and promotional materials.
- Conducted a comprehensive Heuristic Evaluation of the Instructions For Use (IFU), providing 20+ actionable insights that contributed to the ongoing redesign project.
- Led usability testing initiatives, gathering and analyzing user feedback to optimize the usability of the newly redesigned IFUs, enhancing internal operational efficiency by 15%.

Rochester Institute of Technology | Rochester, New York January 2021 – May 2023  
*Office Administrative Assistant*

- Provided support to faculty members, overseeing administrative functions, grading, and student engagement, ensuring seamless course operations for over 100 students.

## LEADERSHIP ACTIVITIES AND MEMBERSHIPS

WSVA | New York City, New York September 2024 – Present  
*Radio Station Host*

- Produces a weekly radio program focused on diverse music genres, featuring guest interviews with local New York City bands and artists.

## HONORS AND AWARDS

Dean's List | Rochester, New York December 2019-2023  
1st Place in ISTE501 | Rochester, New York April 2023

## TECHNICAL SKILLS

Technical: Adobe Creative Cloud, Figma, HTML, CSS, JavaScript, React, JIRA