

# THRISHA ARMSTRONG

## CONTACT

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## EDUCATION

**Associate of Arts, General Studies**  
Valencia College, 2020

**Bachelor of Arts, Digital Media**  
University of Central Florida, 2025

### Projects:

- [Not Enough Salt](#)

### Relevant Coursework:

- User Experience Design
- Interaction Design
- Web Development

## SKILLS

- UX/UI Design Tools: Figma, Adobe XD
- Web Development: HTML, CSS, JavaScript, React
- Project Planning & Management: Agile, Waterfall methodologies
- Data Analysis: Excel (Pivot Tables, VLOOKUP), Google Analytics
- Cross-Functional Communication & Stakeholder Collaboration
- User-Centered Design: User research, Wireframing, Prototyping
- Client Relationship Management: Stakeholder management, Account growth
- CRM Software: Salesforce
- Process Improvement: Lean Six Sigma methodology
- Database Management: SQL

## PROFESSIONAL OVERVIEW

Experienced project manager with a background in client relations, data analysis, and cross-functional collaboration. Transitioning into UX/UI design with a focus on user-centered design, problem-solving, and improving digital experiences. Passionate about creating intuitive and accessible interfaces that meet user needs and business goals.

## WORK EXPERIENCE

### Benefits Implementation Consultant III

Paylocity | June 2019- Present

Experienced Benefits Implementation Consultant with a strong track record of leading cross-functional teams, collaborating with clients and sales to deliver tailored system solutions, and driving continuous improvements to optimize user experiences and system functionality.

- Continuously identify opportunities to streamline processes and enhance the user experience.
- Provide ongoing support to address issues and ensure high levels of user satisfaction.
- Analyze user data to inform system improvements and enhance user satisfaction.

### Payroll & HR Enterprise Account Manager

Paylocity | April 2018 – June 2019

Addressed client inquiries, troubleshooting issues and providing strategic solutions to meet business and user needs. Delivered training sessions on software features, ensuring user proficiency and ease of system navigation. Collaborated with internal teams to resolve escalated client concerns, fostering long-term client relationships. Partnered with product and design teams to align client feedback with future product iterations.

### Payroll & HR Account Manager

Paylocity | May 2017 – April 2018

Managed client onboarding, focusing on user needs and system usability. Worked with implementation teams to troubleshoot and resolve post-launch issues, ensuring user satisfaction. Conducted account analyses to verify product delivery and ensure alignment with client goals.

### Call Center Supervisor

Bags Inc | July 2015- May 2017

Supervised a team in resolving customer service escalations, ensuring timely issue resolution and maintaining a user-focused service approach. Developed training materials and processes to enhance the customer and employee experience. Analyzed data to identify process bottlenecks, optimizing workflows and improving overall service efficiency.