

VALENTINA WICKHAM

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952-300-5133

PROFESSIONAL SUMMARY

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level UX Designer position in a mid-sized/large company. Ready to help team achieve company goals through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow, and excel.

SKILLS

Software

- HTML / CSS
- InVision
- Adobe XD
- Figma
- Balsamiq
- MarvelApp
- SketchApp
- Proto.io
- Atom

Industry knowledge

- Information Architecture
- Wireframing
- Prototyping and Usability Testing
- Critical Thinking
- User Research
- User Personas Creation
- User Surveys
- User Interviews
- Design for Development
- Presentation Design
- Competitive Analysis
- User Journey Map and Flow
- Sitemaps
- User Centered Design
- Emotional and Visual Design

WEBSITE, PORTFOLIO, PROFILES

- [Valentina Wickham on Behance](#)
- [LinkedIn](#)
- [Portfolio Website](#)

WORK HISTORY

IT HelpDesk, PeopleGuru - Intern

Tampa, Florida • 11/2018 - 06/2019

- Installing image on different types of devices (Zotac, Asus, Azure Byte 3) through EaseUS Todo Backup, and saving images from same devices through same software
- BIOS configuration
- Installing Remote Desktop Application on different type of devices (ConnectWise, TeamViewer)
- Connected Security System to firm's server
- Prepared, shipped, and deployed 150+ mini-PCs to clients across USA
- Performed maintenance tasks on PCs, networks, and mobile devices.
- Set up PCs, projectors, and microphones for use in video conferencing rooms
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Managed system-wide operating system and software deployments as well as related software upgrade problems.

EDUCATION

CareerFoundry

Tampa, Florida • 06/2020

UX Designer Certificate: UX Design

- Obtained additional certification in Frontend Development for Designers

UTSA

San Antonio, TX • 05/2018

Bachelor of Science:

Kinesiology

Major: Kinesiology

Minor: Wellness

UTSA GPA: 3.71 Cum Laude;

Major in Kinesiology GPA: 3.80

Dean's List: 2014, 2015

President's List: Fall 2016,
Spring 2017

Universita' Degli Studi Di Milano

Milano, Italy • 2011

Bachelor of Science:

Veterinary Medicine

Student of Veterinary Medicine.

Specialized in Infectious Diseases for Large Animals.

- Configured systems according to prescribed software and hardware frameworks.
- Performed troubleshooting and repaired peripheral devices such as printers and scanners.
- Linked computers to network and peripheral equipment.
- Imaged and prepared new computers for integration into company networks and systems.
- Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff.

YouFit - Level 3 Personal Trainer

Tampa, USA • 07/2018 - 10/2018

- Designed specific workout systems for individual clients based on performance ability.
- Trained clients during strength training, cardiovascular exercise and stretching.
- Developed, planned, and led personal and group fitness sessions as well as well-known specialty fitness programs.
- Explained exercise modifications and contraindicated movements to participants with history of injury.
- Grew customer base through word-of-mouth referrals based on customer satisfaction and results.
- Recruited new participants each month with expertise in relationship-building and personal training.
- Increased membership enrollment by using innovative sales and promotional techniques.
- Drove client retention, managing daily classes and individual sessions.
- Bolstered customer satisfaction ratings by managing issues and providing dedicated service.
- Evaluated individual participants to assess conditions and develop suitable training programs.
- Served as point of reference for fitness expertise within club.
- Cultivated positive relationships with participants by interacting with group during fitness classes.
- Handled between 15 and 20 calls per day to address customer inquiries and concerns

Momentum Physical Therapy - Intern

Helotes, USA • 01/2018 - 05/2018

- Monitored patient's safety and response to exercise intensity to discuss with therapist or assistant.
- Prepared patients to meet with physical therapists.
- Executed interventions of modalities or exercise as directed by therapist or assistant.
- Increased physician and patient customer satisfaction by recognizing and acting to meet various needs.
- Followed all HIPAA rules and regulations regarding patient confidentiality.
- Answered questions from patients via email, phone and in person.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.

Matt Roberts at Grace - Personal Trainer and Fitness Group Instructor

London, United Kingdom • 07/2013 - 07/2014

- Designed specific workout systems for individual clients based on performance ability.
- Trained clients during strength training, cardiovascular exercise and stretching.
- Developed, planned, and led personal and group fitness sessions as well as well-known specialty fitness programs.
- Explained exercise modifications and contraindicated movements to participants with history of injury.
- Educated customers on preventive care, nutrition, fitness, stress management and ergonomics.
- Educated club members about relationship between nutrition and fitness.
- Achieved improvements for clients by designing optimal wellness plans and organizing schedules to promote consistency.
- Created inspirational physical training initiatives to foster healthy lifestyle decisions.
- Met health education and wellness objectives with implementation of new training programs.
- Informed clients about nutrition, lifestyle issues, and weight control.
- Maintained cleanliness of group fitness room, mirrors, floor, and fitness equipment.
- Increased sales by 10%.

LA Fitness - Personal Trainer and Fitness Group Instructor

South Kensington, London, United Kingdom • 01/2013 - 07/2013

- Designed specific workout systems for individual clients based on performance ability.
- Trained clients during strength training, cardiovascular exercise and stretching.
- Developed, planned, and led personal and group fitness sessions as well as well-known specialty fitness programs.
- Explained exercise modifications and contraindicated movements to participants with history of injury.
- Educated customers on preventive care, nutrition, fitness, stress management and ergonomics.
- Increased sales of personal training packages by 15%.

ELME s.r.l. - Administrative Assistant

San Giuliano Milanese, Italy • 09/2000 - 07/2012

- Bilingual communication (Italian and English)
- Answered multi-line phone system, routing calls, delivering messages to staff, and greeting visitors.
- Scheduled office meetings and client appointments for staff teams.
- Sorted and distributed office mail and recorded incoming shipments for corporate records.
- Interacted with vendors, contractors, and professional services personnel to receive orders, direct activities, and communicate instructions.
- Generated reports and typed letters in Word and prepared PowerPoint presentations.
- Monitored supervisor's work calendar and scheduled appointments, meetings, and travel.
- Restocked supplies and placed purchase orders to maintain adequate stock levels.
- Arranged rapid office equipment repair and maintenance with vendors.
- Increased sales of cathodic supplies and electronic components by 7.5%.