

# Yasamin Pourrostami

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## UX Designer

- UX Designer with a Masters degree in (Educational) Psychology and strong technical, customer-facing and organizational skills
- Adept at creating and improving user experiences for businesses, consumers, users, students and jobseekers.
- Detail-oriented and client-focused problem solver; proven multi-tasker with agile mindset; excellent user empathy, customer service and communication skills.

## Skills

- *User Experience:*  
Figma, Sketch, Adobe, Invision, Balsamiq, A/B testing, User Personas, Use Cases, User Research, Userflow, Prototyping, Wireframing, Competitive Analysis
- *Design Productivity:*  
CSS, HTML, JS, Github, Frontend Development for designers

## Project Experience

**UX Designer** | devCollab — *Freelance platform for Software engineers and Developers*

- Created wireframes, prototypes and testing design to solicit user feedback
- Analyzed user feedback and data based on competitive analysis
- Created high-fidelity prototype for targeted user group

## Experience

**Cohort Lead - Software Engineering** | Hack Reactor, San Francisco, CA

*Dec. 2019 - present*

- Be the primary interface with students throughout the program, supporting students as they develop front-end and other software projects.
- Optimize the student journey / experience with the program.
- Leading a team of professional technical mentors in software engineering with agile leadership approach
- Continuous improvement: Conducted and analyzed weekly feedback surveys to elicit and prioritize ideas for new program features. Facilitated bi-weekly small-group discussions of the user experience.
- Designing and organizing cohort tasks and direction
- Implementing ideas for more inclusive and positive workplace environment
- Bridging future software engineers towards career industry

### **Career Services Adviser** | Carrington College, San Leandro, CA

*Nov. 2018 - Dec. 2019*

- Re-designed and expanded career experience for students, to be more user-friendly, convenient and higher-touch.
- Revamped user experience for employers, streamlining the user portal to save time.
- Trained and Coached newly hired Career Services Advisors in different locations
- Helped jobseekers develop and curate their online presence. Advised how to make fullest use of LinkedIn user interface.
- Developed, and implemented budget for various events such as Graduation and Career Fairs

### **Customer Service Supervisor** | Whole Foods Market, Tarzana, CA

*Nov. 2016 - Nov. 2018*

- Interfaced with customers. Assisted in creating a positive shopping experience.
- Collaborated with managers and communicated company policies and vision.
- Created and maintained Planning and Budgeting department schedule
- Mentored team members for advancement.
- Coordinated and organized fundraising programs.

## **Education**

### **UX Design Certification** | CareerFoundry, Online Immersive

*Nov 2020 - Present*

- Completed UX Immersion 600 hours
- Specialization Frontend Development for Designers

### **Masters, Educational Psychology** | CSU Northridge, CA

*June 2016 - May 2018*

- Creator of School counseling workshop on Improving the Experience of First Generation Immigrant High School Students
- Panel member EPC Graduate Applicant Interviews
- Collaborated to create a Comprehensive School Counseling Program Handbook
- Co-presenter on Middle Eastern Was Refugee for Diversity in Counseling

### **Bachelors, Spanish** | Alameh Tabatabai', Iran, Tehran

*Sep 2006 - May 2010*

- Translated different books and short stories to Farsi.
- Wrote short plays for students.
- Assist Media with translating news.

## **Other**

**Interests**      Product Management, Business Development, Coaching, Community building

**Languages**    English, Farsi, Spanish, German