

# Yulianna Garcia

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## Statement

An organised and adaptable individual with experience in customer service, team collaboration, and administrative support. I have the desire to apply and further grow my communication and problem-solving skills, which I have developed during roles such as UX/UI design shadowing, maintenance coordination, customer assistance, self-employment, and hospitality. I seek to create and maintain unique, high-quality customer experiences whilst designing web, mobile and TV apps.

## Skills

**Microsoft Office Suite:** Using Excel, Word, PowerPoint for presenting, reporting, documentation, and data analysis.

**Technology:** Using HTML, CSS, JavaScript and Adobe Cloud (Photoshop, After Effects, Illustrator and InDesign) tools alongside Figma to bring ideas to life.

**Time Management:** Ability to manage multiple responsibilities and meet deadlines in high-pressure environments. Using Miro Boards and Agile Methodologies to plan roadmaps and remain on track.

**Analytical Thinking:** Strong skills in analysing situations and looking for opportunities for optimisation.

**Communication:** Verbal and written communication skills, with experience presenting ideas clearly and effectively.

**Team Collaboration:** A team player who can handle fast-paced environments, adapt to various roles and support colleagues.

**Customer Service:** Background in client-facing roles, meaning high standards for service and satisfaction.

**Design:** Creative skills in typography, layout, composition, colour theory, iconography, and developing visual assets.

## Shadowing a UX/UI Design team | Sky – August 2024

## Experience

- Collaborated with a multidisciplinary team to create wireframes, prototypes, and final designs using Figma and Miro.
- Led presentations and communicated design concepts across teams, encouraging collaboration and incorporating feedback to improve user experiences.
- Developed organisational skills through project planning and tracking progress during the product development cycle.

## Shadowing a Software Engineer | Sky – May 2023

- I learned about and put into practice software development processes, working alongside engineers using agile methodologies such as working in sprints and attending scrum ceremonies such as sprint planning and daily stand-ups, where I learned how to break down tasks into user stories and track progress in an agile environment.
- Learned the importance of teamwork, attention to detail, and effective communication in a fast-paced tech environment. Practising clear and continuous communication, being detail-oriented when reviewing tasks, and adapting quickly to team feedback.

## Self-Employment: E-commerce Business Owner | *A Touch of Yulianna – 2019 – 2022*

- Managed all aspects of running an online business, from website development and product photography to stock management and sales analysis.
- Demonstrated organisational skills by setting and meeting deadlines, managing inventory, and preparing detailed financial reports using Excel.
- Improved communication and client-facing skills through customer interaction and problem resolution. By working closely with a customer to design a custom cake, clearly discussing their ideas, offering options, and delivering exactly what they envisioned.
- Built and maintained important relationships, such as mentors, that contributed to my coaching and business strategy processes.

## Hospitality & Customer Service Roles (*Various Locations*)

- Built strong interpersonal skills and a customer-first mindset by engaging with diverse customers.
- Maintained effective communication with team members to ensure smooth operations.
- Delivered attentive service while collaborating closely with team members to ensure efficient task management and problem resolution under pressure. This was done for a fully booked event, quickly coordinating tasks and solving last-minute issues to ensure smooth service under pressure.

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## Education

### UX/UI Design Bootcamp | *Love Circular – October – December 2023*

- Acquired skills in Figma, user research, and accessibility standards to create responsive designs for my projects, such as my ASOS redesign.
- Improved presentation skills, for clear and effective communication of project ideas and outcomes to members of the bootcamp and my instructor.

### Software Development Training | *Sky: Get Into Tech – January – May 2024*

- Developed coding skills in Python, JavaScript and MySQL. Applied this knowledge to create the Mood Monster project. I implemented agile methodologies such as Kanban to manage the project and ensure that, as a team, we met strict deadlines. Created SMART goals to establish a roadmap to use as a guideline.
- Focus on brainstorming, sharing problem-solving ideas and collaborating in group learning environments.
- Drove meetings and led discussions on finalising group decisions, navigating varying opinions and effective idea sharing.

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## Hobbies and Interests

**Volunteering:** Mentored children with learning disabilities at Keen London. This provided me with insight into the importance of user research to understand audiences that would benefit from their accessibility needs being considered throughout the design process. Additionally, coached at church events, strengthening my leadership, empathy, and flexible communication skills. These experiences have supported my user-centred thinking with various audiences whilst designing.

**Design & Creative Tools:** Invested in personal development by learning Photoshop, After Effects, InDesign, and Illustrator to enhance my visual design skills and bring creative concepts to life in my UX/UI projects.