

# Beatrice Anderson

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## Education

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**B.S. in Information Technology**, Florida State University (GPA: 3.88)

**Professional Certificate** Google UX Design

## Skills

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**Design & Strategy:** Figma, Adobe Creative Suite, Design Systems, Information Architecture, Prototyping, Wireframing, User Research, Usability Testing, Storyboarding.

**Web & Development:** HTML5/CSS3, SQL, Webflow, Responsive Design, Accessibility.

**Professional:** Technical Writing, Instructional Design (LMS/SCORM), Software/Hardware Troubleshooting.

## Professional Experience

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**Syntech Systems**, Tallahassee, FL

Technical Trainer

*January 2025 - Present*

- Design and author technical documentation and multimedia instructional assets, applying user-centered design principles to increase learner engagement.
- Manage the end-to-end training lifecycle, including curriculum iterations, technical exam creation, and LMS content administration.
- Facilitate technical training sessions and manage department logistics, including payment processing and calendar coordination.

Customer Satisfaction Technician

*August 2023 - December 2024*

- Diagnosed and resolved complex software, firmware, and network issues for a global base of 1,000s of customers.
- Synthesized technical user feedback and pain points to identify recurring usability issues, directly informing product improvement and support strategies.

**CCI Helpdesk**, Tallahassee, FL

Helpdesk Technician

*April 2023 - August 2023*

- Provided hardware, software, and network assistance to 100+ users.