



## Summary

User Experience Designer with training in user-centered design, research, wireframing, prototyping, and usability testing. Experienced in creating intuitive digital experiences through UX methodologies and collaborative problem solving. Background in technical support, data analysis, and customer-focused communication.

## Skills

### Design

User Research  
Experience Mapping  
Information Architecture  
Storyboarding  
Wireframing  
User Interface Design  
Responsive Design  
Usability Testing  
Human Factors

### Software

Microsoft Office  
Google Workspace  
Figma  
Webflow  
Canva  
HTML & CSS

## Licenses & Certifications

### Webflow Practitioner Certification

Coursera | May 2026

### User Experience Designer Certification

Workforce Institute | May 2026

## Education

### Information Systems & Technology

Lubbock Christian University  
| May 2015

## Languages

Spanish – Native  
English – Fluent

## Experience

### User Experience Designer – Workforce Institute

| Sept 2025 – May 2026

- Developed UX solutions for real-world design challenges through end-to-end case studies.
- Conducted user research and usability testing to identify user needs and pain points.
- Created user flows, wireframes, and interactive prototypes using Figma.
- Applied user-centered design principles through end-to-end UX case studies.

### Data Integration Consultant – Remote at Coldwell Banker

| Mar 2019 – Aug 2021

- Refined data migration procedures for precise transfer.
- Collected and categorized digital data.
- Enhanced data accuracy and accessibility.

### Bilingual Case Investigator – Remote at TEKsystems

| May 2020 – Jun 2021

- Delivered support for individuals affected by Covid-19.
- Created a detailed report identifying exposed individuals.

### Bilingual Technical Support at AT&T Telecommunications

| Mar 2016 – Mar 2020

- Solved Internet connection of a diverse client base, using different system applications (DSL, CCTP, CPSoS, CRM, and Citrix).
- Maintained client satisfaction rates and business efficiency.

### Bilingual Communications Interpreter at Communication Service for the Deaf

| Jun 2014 – Mar 2016

- Provided quality communication service for deaf and hard of hearing.
- Typed more than 60 words per minute.