

## KRISTIN THOMAS

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### Summary

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Having worked in Customer Service for the last fifteen years not only gave me the ability to collaborate, communicate, and be quick on my feet in all types of situations, but I have also developed an intuitive ability to empathize and connect with people on an array of different levels. As a User Experience Designer, I get to apply my unique set of skills with my passions for problem-solving with the end goal of creating projects that are enjoyable, easy, and efficient for anyone and everyone to use.

### Experience

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#### **Spicy Green Book**

Los Angeles, CA

A directory of Black owned businesses.

UX Designer

February 2021 – November 2021

- Completed an Audit of their Mobile Site
- Conducted surveys, User Research, User Flows, and did a redesign of multiple pages.
- New designs were implemented from the completed audit into the website.

#### **ForeverLawn Eastside**

Bellevue, WA

Artificial Turf company.

Creative Director

June 2019 – July 2021

- Guided the owners in client/relationship retainment
- Implemented budgeting techniques
- Managed large sums of money and high priority clients
- Worked seamless with a team or on my own
- Advised timeline management
- Collaborated to create and maintain their new digital brand.

#### **Starbucks**

Multiple States

A roaster and retailer of whole bean and ground coffee, tea, and spices.

Assistant Manager

October 2008 – January 2021

- Commanded large groups of people during peak business hours.
- Improved customer and partner satisfaction through creative ways.
- Attention and eye for detail

### Additional Experience (anything older than 10 years)

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#### **Terra North America – Guide**

#### **Alaska Airlines – Reservations Specialist**

### Education

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#### **CareerFoundry,**

- A full immersion online design course.

**Certification:** UX Immersion Certification, Voice User Interface Design Certification, UI Immersion Certification.

### Additional

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**Language competencies:** Dutch – Beginner, American Sign Language – Beginner

**Skills:** Figma, Adobe XD, Sketch, Keynote

User Research, User Strategy, User Centered Design, Wireframing, Prototyping, User Testing, UI Design