

Karina Gutierrez

User Experience Designer

kgutierrez6294@gmail.com

786-356-3377

[linkedin.com/in/karina-gutierrez6294](https://www.linkedin.com/in/karina-gutierrez6294)

PROFILE

I decided to pursue a career in UX design because I find this type of work to be very challenging and rewarding. My background as an anthropologist gives me unique insight into human behaviour and allows me to create human-centred UX design solutions that effectively take into account the human perspective. I will use my UX design education, Anthropology background, and customer-facing experiences to effectively design products and experiences that always keep the user in mind.

SKILLS

InVision, Figma, Wix, POP App, Adobe XD, Zeplin, Information Architecture, Microsoft Suite, Google Drive, Canva, ERS, GSI, Salesforce

EXPERIENCE

Special Events Manager | All About Entertainment

JAN 2020 - SEP 2020, FORT LAUDERDALE, FL

- Modified the company website using Wix resulting in an improved user experience and increased customer satisfaction
- Communicated between guests and contracted entertainers to inform and resolve any complex issues

Customer Service Receptionist | Almod Diamonds Limited

MAR 2019 - JAN 2020, MIAMI, FL

- Supported clients in resolving inquiries and conflicts, with a track of building sustainable relationships
- Influenced a positive work environment
- Mentored staff in customer service best practices
- Collaborated between guests and customer service representatives to resolve all issues

Server | House of Blues

JUNE 2017 - MAR 2018, NEW ORLEANS, LA

- Successfully trained and onboarded new staff members at various restaurant locations
- Managed large sums of money in the form of cash or credit cards
- Well versed in multiple POS Systems

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

MAY 2021 - JULY 2021, MIAMI, FL

Florida Atlantic University | Bachelors in Anthropology

JAN 2016 - 2018, BOCA RATON, FL

Recipient of the John Q. Adams Memorial Award for Maya Studies and Overseas Research

PROJECTS

Blush | UX Designer

MAY - JULY 2021, Brainstation

This App was designed to help partners communicate their intimate needs to one another.

[Safer](#) | UX Designer

MAY - JULY 2021, Brainstation & Google Industry Design Sprint

This website was designed to increase user privacy through education.