



SUMMARY

I'm a UX designer based in Dallas, TX, with a background in Customer Support that shaped my understanding of and empathy for user needs.

I'm passionate about user research, interaction design, and creating intuitive experiences that make a real impact.

EDUCATION

Collin College

Dallas, TX | 2022-2025

A.A.S. Communication Design - User Experience Design Track

Centro Universitario Tecnológico

Tegucigalpa, HND | 2012-2020

Bachelor in Marketing, Minor in Advertising

Thesis: "A.I as a Tool for Digital Marketing".

Skills

Research Methods: User Interviews • Personas • Empathy Maps • Affinity Diagrams • Competitive Analysis • Object Mapping • SWOT Analysis

Design: Illustration • Mockups • Storyboarding • Style Guides • Accessibility • Design Thinking • User Flows • Usability Testing • Design Sprints

Prototyping: Sitemapping • Paper Prototyping • Low-High Fidelity Prototyping • Wireframing

Tools: Mural • Miro • Figma • Procreate • Illustrator • Photoshop • Microsoft Office • Google Suite • PDF Scan

Languages: English, Spanish

Awards

Ambassador Distinguished Appreciation Award (2015)

WORK EXPERIENCE

American Steel Carport | UX Designer

Joshua, TX | Aug 2025 - Present

Lead end-to-end UX strategy as the sole designer, driving research, IA, and design execution while aligning stakeholders and engineering to deliver a full website redesign.

Collin College | Student Engagement

Dallas, TX | Jun 2024 - May 2025

Improved student engagement by organizing interactive events, streamlining front-desk systems, enhancing resource accessibility, and providing usability feedback for PawTracker Beta.

Learning Genie | Customer Service Representative

Remote | Oct 2022 - Mar 2024

Enhanced product usability through feature testing, visual content creation, employee training, and user-focused support.

Accenture | Customer Service Representative in Honduras and Guatemala

Remote | Oct 2020 - Sept 2022

Improved digital service efficiency by resolving user issues, streamlining processes, and supporting adoption of new tools.

Puma Energy | Business Support Lubricants Division

Tegucigalpa, HND | Jul 2019 - Oct 2020

Implemented an order-management app/website for non-technical users and optimized logistics and customer workflows

Puma Energy | Marketing Assistant

Tegucigalpa, HND | May 2018 - Jul 2019

Strengthened brand engagement through campaigns, events, competitor analysis, and promotional asset management.

Condista AD Sales | Traffic and Media Coordinator

Remote | Jan 2016 - May 2018

Improved media operations by managing ad trafficking, verifying orders, optimizing workflows, and maintaining digital reporting for timely execution.

U.S. Embassy | U.S. Commercial Section Intern

Tegucigalpa, HND | Jan 2015 - Jan 2016

Supported trade missions and stakeholder engagement to expand international business opportunities.