

Irma James

UX Designer / Researcher / Web Developer

Thrives in a fast-paced, collaborative, team-oriented, cross-functional environment. Quickly adapts to new projects. Manages multiple tracks of work and time effectively under tight deadlines. Advanced level of communication and interpersonal skills. Ability to actively listen for nuanced comprehension of meaning and intent.



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Arlington, TX



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TECHNICAL SKILLS

Adobe Suite • Google Workspace • MS Office • Slack
Content Management Systems • Prototyping Software
Online Collaboration • Teleconferencing • Team Apps



WORK EXPERIENCE

Office Administrator Cedar Hill Home & Design

03/2022 - Present

Achievements/Tasks

- Maintain a well-organized and presentable office and showroom for walk-in clients
- Greet guests and escort to appointments as needed
- Utilize multi-line phone system
- B2B relations and correspondence
- Procurement and management of all orders needed by designers
- Coordinate deliveries of products to warehouse and/or work sites
- Organizes and updates QuickBooks data for analysis
- Receives payments via Quickbooks
- Maintain and organize office warehouse

Freelance Webdesign & Social Media Management ikr designs.

01/2016 - Present

Achievements/Tasks

- Website set-up and development
- Website analysis and redesign of established websites
- Social media account set-up as needed
- Maintenance as requested by client
- Graphic design for website and social media use



SKILLS

Interaction Design

Process Improvement

Technical Writing

User-Centered Design

Usability Testing

User Interviews

User Research

Visual Design

Website Development



SOFT SKILLS

Adaptability

Analytical

Life-long Learner

Collaborative Problem Solving

Critical Thinking

Design Thinking

Strong Communication Skills

Time Management



EDUCATION

MS, User Experience Design Kent State University

08/2019



WORK EXPERIENCE

Quality Assurance Specialist Mouser Electronics, Inc.

08/2008 - 09/2017

Global Electronics Distributor

Achievements/Tasks

- Managed communications across 22 global branch offices
- Moved the process of daily account interactions to an efficient paperless system saving weeks between correspondence by training staff on new software
- Ensured company was included on customers' Approved Vendor Lists (AVL), contributing to the billion-dollar annual revenue
- Engaged with multi-million dollar corporate accounts to maintain AVL status by working within the necessary processes, constraints, and requirements for each customer
- Coordinated and managed the reviewing, editing, dissemination, and archiving of thousands of confidential legal documents for customer accounts
- Researched and responded to requests for information to retain customers, as required by their quality system, for most corporate accounts
- Coordinated interdepartmental communication to complete the customer invoicing process
- Established streamlined documentation review processes, as a company standard, ensuring time and resources were optimized
- Centralized quality communications through a single inbox system to track and resolve issues quickly, saving resources, and decreasing response time turnaround
- Documented process improvements/preventative actions and maintained policies/procedures ensuring adherence to the Quality Management System requirements

Special Project: Collaborated with Upper-Level Sales Management to create a knowledge database and establish training for Sales Representatives worldwide

Product Research

Mouser Electronics, Inc.

07/2007 - 08/2008

Global Electronics Distributor

Achievements/Tasks

- Maintained database for over a million products on the company website
- Compared technical data sheets to saved specifications in the company database for discrepancies
- Adhered to company style guides to ensure accurate, uniform information was published on company website
- Assisted the New Product Introduction Team in rapidly showcasing products on Mouser's website
- Researched analytics from user searches to produce reports for potential products and new vendors/suppliers
- Ensured accurate and complete product information availability for products featured in press releases and newsletters



EDUCATION

BFA, Technical Theatre Texas Wesleyan University

05/2006



ORGANIZATIONS

Alpha Kappa Mu (2018)

Honors Fraternity, Kent State University

Alpha Psi Omega (2005)

Honors Theatre Fraternity, Texas Wesleyan University



HONOR AWARDS

Cecil Cole Memorial Award (2005 - 2006)

Texas Wesleyan University

- Awarded for excellence behind the scenes in the technical areas of theatre

Theatre Major of the Year (2006)

Texas Wesleyan University

- Awarded to the best of the Theatre Department, both academically and as a theatre practitioner



VOLUNTEER EXPERIENCE

Web Design

I Am Enough Retreat

02/2022 - Present

Newport News, VA

Tasks

- Website analysis and redesign for an existing website
- Created a cohesive look according to new branding and marketing
- Graphic design as needed for website and social media pages

Graphic Designer

Friends of Arlington Animal Services

06/2021 - Present

Arlington, TX

Tasks

- Recovery of graphics from existing social media
- Created infographics for public education