Kayla Szczerba

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PROFILE

Psychology graduate who has a passion for exploring and understanding the human psyche. Learning about the way people perceive and experience the world prompted my interest in UX design. My knowledge of applied psychology has helped me better understand how to communicate ideas as a designer and empathize with users.

SKILLS

Figma, Prototyping, Wireframing, Mockups, User Flows, User Research, Design Thinking, Collaboration, Visual Design, Information Architecture, Qualitative & Quantitative Research, Applied Psychology, Qualtrics, IBM SPSS, Data Analysis

EDUCATION

BrainStation | Diploma, User Experience Design

JUN 2023 - SEPT 2023, NEW YORK, NY

Manhattan College | Bachelors in Psychology

AUG 2018 - MAY 2023, NEW YORK, NY

EXPERIENCE

Pet Caregiver | Pawfect Day

AUG 2022 - AUG 2023, NEW YORK, NY

- Provided attentive and personalized care to diverse pets, including dogs, cats, and small animals, catering to their individual needs and adhering to owners' instructions.
- Cultivated strong client relationships by maintaining open communication with pet owners, offering regular updates on their pets' well-being and promptly addressing any concerns, resulting in increased customer loyalty and repeat business.

Front of House Manager | Noodlelove

MAR 2021 - AUG 2021, NEW YORK, NY

- Efficiently managed daily restaurant operations, overseeing the front-of-house staff and optimizing workflow, leading to a 20% improvement in ordering efficiency and inventory management.
- Demonstrated exceptional customer service skills by skillfully resolving all customer complaints with courtesy and professionalism, resulting in a significant boost to the restaurant's reputation and a 15% increase in customer satisfaction.

Concessions Cashier | The Ridgefield Playhouse

AUG 2016 - JUL 2018, RIDGEFIELD, CT

- Operated the customer window and sales register with speed and accuracy, reducing customer wait times by 25% and maintaining a high level of customer engagement during busy events.

PROJECTS

UX Designer | Capstone

AUG 2023, BRAINSTATION

- Created a functional high fidelity prototype of a mobile dating app by applying the complete UX design process to create a user-centric and visually appealing solution based on user research.

ACCOMPLISHMENTS

Independent Researcher

JAN 2022, MANHATTAN COLLEGE

- Conducted an independent research study, performed extensive academic research and authored a comprehensive literature review. Designed and executed the study using Qualtrics survey platform, analyzed data using IBM SPSS statistical software. Produced a full-length research paper.