

SHAWNTAI JAMES

UX DESIGNER

PROJECTS

UX Writer/Designer | [Fruit Salad](#)

JUNE 2023, BRAINSTATION

- Specialized in seamless text content coordination, ensuring alignment with objectives. Key role in UI design, crafting aesthetic and functional user experiences.

UX Designer | [Nest Up](#)

JULY - SEPT 2023, BRAINSTATION

- Conceived a user-centered housing app with a multifunctional dashboard for budgeting, advisor communication, and property search. Introduced an advanced assessment tool to guide users in their home purchase process.

UX/UI Designer | [Industry Project](#)

AUG 2023, BRAINSTATION

- Collaborated with software engineers in a 24-hour sprint to craft a unique Royal Caribbean redesign, aimed to enhance the user experience for first-time cruisers.

EXPERIENCE

Customer Service Representative | [Silk & Snow](#)

SEPT 2022 - 2023, TORONTO, ON

- Managed over 500 requests per week from customers via phone calls, live chat and email requests.
- Swiftly addressed customer issues to ensure prompt resolution and optimal user experience.

Customer Service Representative | [Publix](#)

AUG 2018 - 2019, MIRAMAR, FL

- Delivered outstanding service to a multitude of customers, fostering loyalty, satisfaction, and repeat business.
- Efficiently executed sales transactions with precision and timeliness, ensuring seamless processes.

EDUCATION

BrainStation | Diploma, User Experience Design

JUNE 2023 - SEPT 2023, MIAMI, FL

University of Toronto | Student of Computer Science

SEPT 2017 - MAY 2019, TORONTO, ON

- Relevant courses: CSC108H1, CSC148H1, CSC165H1, etc.

Broward College | Associates in Arts

JAN 2015 - JUNE 2017, DAVIE, FL

- Graduated with honors through Robert "Bob" Elmore Honors College.

shawntaijames@gmail.com

305-904-4197

[linkedin.com/in/shawntai-james](https://www.linkedin.com/in/shawntai-james)

shawntaij.com

SKILLS

Figma, Slack, Sketch, InVision, Adobe Creative Suite, Journey Mapping, Persona, User Research, Usability Evaluation, Prototyping, User-Centered Design, Wireframing, A/B Testing, Responsive Design, Accessibility, Communication, Google Suite, Asana, Zendesk, Microsoft Office, POP App

PROFILE

I've always had an itch to be a part of the tech field, but I couldn't find a means to keep my creative side going alongside my love for technology. That was until I discovered being a UX Designer. With my skills of efficiently solving problems and providing the best for my customers, this was the perfect switch for me to proceed with. Having that prior access to interact with a variety of personas in my old role has taught me how to put myself in their shoes.