

# Aaliyah Williams

Junior UX Designer

## PROFILE

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Innovative and player-driven designer with a background in IT and customer service. Looking for role in gaming industry to utilize my design, art, and empathy skills to provide players with enjoyable and quality experiences.

## PROFESSIONAL DEVELOPMENT

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### UX is Fine! Mentorship Cohort

~12 week program | 2022

- Build a Portfolio piece under mentors from the UXiF Team, involving weekly meetings and feedback.
- Gain further knowledge on UX design processes within gaming industry.
- Undergo project while learning about game loops, flowcharts, competitive analysis, wireframes, prototypes and more.

## EXPERIENCE

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### Technology Operations Associate | Wells Fargo (TEKSystems)

2021-2022

- Define problems, research potential solutions, and isolate issues in an effort to troubleshoot for internal users remotely.
- Pioneer of training program designed to help new employees establish confidence in their new role.
- Took on role as a Subject Matter Expert to provide guidance, training and assistance to 100+ new team members.

### Call Representative | Fortuna BMC

2021

- Conduct inbound and outbound calls to assist with appointment scheduling and vaccine registration.
- Maintain understanding of CDC information on Covid-19 in order to answer questions regarding the vaccine.

## EDUCATION

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### Graphic Design and Media Arts | Southern New Hampshire University

2022-2023 (Expected Graduation)

### Kinesiology | Richland College

2019-2020

### Kinesiology | San Diego Mesa College

2018-2019

### Biology | University of California, Santa Barbara

2016-2017

## CONTACT

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Portfolio: aaliyahwilliams.design

Location: Dallas, Texas

## SKILLS

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Unity

Figma / Adobe XD

Illustrator / Photoshop

C# Understanding - Basic

Prototyping

Wireframing

Visual Design

UI Art

Illustration

Empathy

Problem Solving

Communication

Research

## CERTIFICATES

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Google IT Support

2021