Erica Nieves
UX Designer

718-909-8807 · enieves698@gmail.com · Narberth, PA ·
www.linkedin.com/in/enieves698/ · https://www.ericainieves.com/

Skills

UX Design | Site Maps, Userflows, Information Architecture, Wireframing, Prototyping,
UX Research | Personas, Affinity Mapping, Competitive/Comparative Analysis, Usability Testing, User Interviewing
Tools | Figma, FigJam, Microsoft Office, Google Workspace, JIRA, Asana
Interpersonal Skills | Highly Collaborative, Conflict Resolution, Problem Solving, Communication, Adaptability

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UX Design Projects

Valor - Professional coaching platform   **September 2024**
- Developed a feature enabling group sessions, streamlining the process of conducting coaching in a collaborative group setting.

DuoPal - Language learning application/desktop website   **January 2023**
- Created a direct messaging feature that allowed users to connect with one another to exchange languages.

Professional Experience

Valor Performance

UX Analyst   **April 2024 - October 2024**
- Collaborated closely with stakeholders to gather and prioritize requirements, aligning product strategy with business goals and customer needs.
- Managed end-to-end product lifecycle, from ideation and planning to development, launch, and post-launch optimization.
- Translated business and customer needs into well-defined user stories, mockups, and technical specifications for seamless execution by engineering and design teams.
- Verified product features against requirements and user stories, ensuring accuracy and user-centered design focus.
- Escalated common issues to relevant departments and offered ideas for more long term solutions.

Help Desk and Quality Assurance Associate   **June 2023 - April 2024**
- Provided technical support to end-users, resolving hardware, software, and network issues, resulting in a 95% satisfaction rate.
- Maintained detailed documentation of recurring issues and solutions, improving troubleshooting efficiency for the team.
- Escalated complex technical issues to relevant departments while ensuring follow-ups and timely resolutions.
- Participated in software development life cycle (SDLC) meetings to ensure quality at all stages of production, from design to deployment.
- Performed compatibility, functionality, and performance testing across different browsers and devices, ensuring optimal user experience.

Ventra Health

Accounts Receivable Specialist   **April 2022 - December 2022**
- Managed a portfolio of 400+ accounts maintaining 100% accuracy in record-keeping of all transactions, payments, and invoices.
- Answered ~25 inbound calls daily, responding to customer inquiries and resolving issues in a timely and professional manner with 95% customer satisfaction.

Billing Assistant   **September 2021 - April 2022**
- Supported the accounts receivable specialists with processing 100+ claims, handling 50+ appeals, and efficiently pulling records to resolve customer issues with a 99% success rate daily.
- Collaborated with onboarding & training for ~10 incoming billing assistants to build proficiency levels with MedSuite revenue cycle software and EMR systems to ensure efficiency with claims processing.

UNIQLO, Supervisor   **November 2018 - June 2021**
- Managed a team of 10+ associates and provided daily guidance, coaching, and support to ensure high levels of performance and customer satisfaction.
- Assisted in the training and development of new hires, providing them with the knowledge and skills necessary to excel in their roles, leading to a 90% success rate in job performance.

- Consistently exceeded service goals, as evidenced by high customer satisfaction scores leading to expedited promotions within the company.

Education

General Assembly | Remote

UX Design Immersive April 2023

Full-time immersive program in UX/UI design consisting of 480+ hours of study, practice, professional training, and mentorship. Executed end-to-end UX/UI design processes for six projects from the user research phase through UI design, prototyping, usability testing, iteration, and stakeholder presentation; worked fully remote with teams using Agile methodologies and iterative development.

Brooklyn College | Brooklyn, NY

Bachelor of Science in Psychology December 2020