

# Ricardo Diaz

## UX/UI DESIGNER

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ricardodiaz.io (WIP)

I am pursuing a career in UX Design because it complements my passion for Hospitality, Technology, and Graphic Design. My background in hospitality has taught me how to understand users' needs and empathize with them which will be an asset in any UI/UX Design role. I am excited to begin a career in a field that will allow me to learn from others while creating memorable experiences for users.

## EXPERIENCE

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### Executive Director | Rooted In Love Outreach

SEPT 2016 - PRESENT, HOUSTON, TX

- Demonstrated leadership and organization by planning, mobilizing and managing more than 100 volunteers for a community outreach event that fed more than 100 families.
- Planned, assembled, and presented weekly Bible Study teachings at church, hospitals, prisons, and at home, creating strong group of believers.
- Counseled and communicated with distressed persons which involved empathizing with their needs and de-escalating conflict.
- Created graphics and YouTube Channel for other ministries increasing audience by 200%.

### Mixologist | Arnaldo Richards Pico's

APR 2014 - AUG 2016, HOUSTON, TX

- Formed connections with customers through excellent communication and customer service generating increasing repeated business.
- Demonstrated exceptional multitasking skills under pressure by filling up fast-paced, high volume orders on time.
- Provided incredible dining experience for customers by listening and understanding their needs and wants.

### Mixologist/Manager | The 18th Cocktail Bar

JAN 2012 - MAR 2014, HOUSTON, TX

- Maximized inventory quality and revenue through negotiations with vendors and stakeholders.
- Implemented processes and procedures for day to day operations and special events increasing customer delight and recurring business.
- Charged with ensuring relevant staff training before releasing new products.

## EDUCATION

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### BrainStation | Diploma, User Experience Design

SEPT - DEC 2020, ONTARIO, CA

### San Jacinto College | Art and Design AAS

JAN 2019 - ONGOING, HOUSTON, TX

- \* 2019-2020 Dean's list.
- \* 2019 Faculty Award of Excellence.
- \* 2020 Merit Based Scholarship.

## SKILLS

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Qualitative and Quantitative User Research, Journey Mapping, Sketching, Wireframing, Prototyping, User Testing, Design Thinking Process, Agile, Typography, Illustration, Branding, Web Design, HTML, CSS. English/Spanish Fluent.

## TOOLS

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Figma, Sketch, Adobe XD, InVision, Illustrator, Photoshop, InDesign, After Effects, Adobe Animate, Procreate, Lightroom, Premier, Dreamweaver, Webflow, Final Cut Pro, Photography.