



MEL BEREZOSKI

UX | RESEARCH | DESIGN

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UX UX Designer

April 2021 - Present / Austin, TX

- My freelance work focuses on improving user experience and supporting growth for small companies and startups.
- I work directly with leadership teams through a design thinking approach including research, defining a problem, ideating solutions, creating a prototype, and testing with users.

UX Design - Contract / GreenPortfolio

June 2021 - October 2021 / Remote

Mobile-first website redesign with focus on improved user experience.

EDU UX/UI Design Certificate

Designlab UX Academy, April 2021

TECH Senior Technical Account Manager / PowerSchool

November 2015 - April 2021 / Austin, TX

- Independently managed accounts for 14+ enterprise clients.
- Collaboratively managed 3 annual internal conventions, including 100+ remote and in-person participants, supported by 10 volunteers at 5 offices.
- Managed a team of 8 specialists.

Customer Service/Graphic Design/ Edible Arrangements

2010- March 2012 / Austin, TX

- Supported team learning and assessment in respect to brand awareness.
- Reinforced customer service through 30+ daily user interactions and applied empathy and problem solving to address issues with quality, timing, or delivery.

+ Nail Department Head / Milk + Honey Spa

March 2012 - November 2015 / Austin, TX

- Researched and developed service plan to improve user experience.
- Developed service offering introducing eco-friendly practices and increased product performance.
- Managed client interaction and feedback documentation.

EXPERTISE



UX Design

Research

Adobe XD

Adobe Illustrator

UI Design

Product Design

Illustration

Graphic Design

Prototype Design

Service Design

Adobe Photoshop

InVision