

RANDI NASATIR-CLEVEN

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Summary

Hardworking, inquisitive and reliable entry-level User Experience Designer with strong ability in research and empathy for the user. Completed a rigorous UX Design bootcamp for entry-level job readiness including 7 modules with topics like UX research fundamentals, inclusive design, mock-ups, usability studies, low-fidelity, and high-fidelity prototypes on Figma and Adobe XD. Designed hands-on projects, collaborated in peer reviews and discussions and developed a portfolio with 3 projects. Team-oriented with excellent leadership and communication skills looking to merge my newly acquired UX abilities with my years of education, customer service and technology experience.

Skills

- Figma & Adobe XD
- Working Collaboratively
- Responsive Design
- Wireframing and Mock-Ups
- Information Architecture
- Usability Testing
- Affinity Diagrams
- Personas, User Stories
- Prototypes and Iterating
- Competitive Audits
- Complex Problem Solving
- UX Methodologies
- Results-focused
- User Empathy
- Design Systems
- Design Critiques
- Communication Skills
- Stakeholder Presentations
- Reliable and Trustworthy
- Empathy Maps, Journey Maps

Education Summary

- 03/2020** • **Professional Certificate** - UX Design
Google UX Design Professional Certificate - Coursera, Online
- 06/1992** • **MBA** - Management Information Systems
Keller Graduate School of Management - Chicago, IL
- 12/1986** • **Bachelor of Arts** - Journalism - Major, Computer Science - Minor
University of Iowa - Iowa City, IA

Experience

- 03/2021-08/2021** **Test Scorer**
Metritech, Inc. - Champaign, IL
 - Graded and scored hundreds of English as a second language tests from Greek students aged 12-17 based on 20 different criteria dealing with language, development, authoritative voice and task completion. The tests were created by the University of Michigan and administered to Greek ESL students in the spring and summer 2021.
 - Scrutinized each paragraph, sentence and word used to determine the extent of knowledge and understanding the students had.
 - Used extreme concentration in a timely manner evaluating every test paper on use of sources, originality, grammar, logic, idea development, execution, organization and emotional appeal.
- 08/2005-03/2020** **Substitute Teacher**
Crystal Lake HS District 155; Cary SD 26 - Crystal Lake & Cary, IL
 - Conscientious, hardworking and reliable substitute for teachers at 4 different high schools and K-8 in 4 different elementary schools in all subjects including Math, Science, English, Art, Spanish, French, German, Engineering, Business, Social Sciences, Home Ec., P.E., Health, and ESL.
 - Currently hold an Illinois State Substitute Teacher license.
 - Devoted to keep learning as the primary focus for the day without their regular teacher.
 - Administered quality fill-in instruction at a moment's notice, closely adhering to the teacher lesson plan. Enhanced lesson plans with instruction, explanations and examples to the best of my ability.
 - Built positive rapport with students. Encouraged an inclusive, creative environment. Adapted to various technologies including Chromebooks and Google classroom.
 - Constantly praised by teachers, administrators and students. One of the districts most in-demand and requested sub. Requested many times to long-term sub and permanent sub over the years.
 - Selected as lead proctor for state tests, PSAT and AP exams. Proctored and administered every type of AP exam including 200 students in a gym to one on one individual accommodations.
- 11/2004-05/2005** **Tax Consultant**
H&R Block - Lake in the Hills, IL
 - Advised on and completed hundreds of state and federal tax returns including out of state returns.
 - Built a rapport with clients by listening and discussing tax laws and practices to optimize returns for the future.
 - Determined clients' eligibility for tax credits, abatements or deductions through careful research and oversight.
 - Saved some clients thousands of dollars because they missed deductions they did not know about.
- 08/1988-05/2001** **Senior Accounting and Systems Technical Analyst**
Automatic Data Processing - Hoffman Estates, IL
 - Provided technical support in proprietary accounting and systems including GL, AR, AP, Payroll, Finance, operating systems, communication devices and hardware.
 - Extensive troubleshooting, programming, training clients and internal staff all in a highly technical call center environment.
 - Competently and professionally resolved 30-40 problems/day.

Volunteer Activities

- Leukemia Research Foundation Volunteer- raising money for leukemia research in various ways, pancake breakfast, casino night, tinning, tagging, picnics 1975-2000
- Girl Scout Leader 2001-2007
- PTO Carnival Chair 2001-2011
- Reading and Tactile Volunteer 2001-2011
- PTO Treasurer 2002-2008
- Cub Scout Treasurer 2003-2008
- PTO Book Fair Chairperson 2007-2011
- Boy Scout Volunteer 2008-2015
- Bernie's Books 2014-2019
- Feed My Starving Children 2014-2019
- Northern Illinois Food Bank 2019

