

# ETTIENNE SANJAMINO

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UX/UI Designer adept at navigating the complete design lifecycle of e-commerce applications, leveraging a foundation in psychology and over 5 years of collective experience in customer service and hospitality to craft intuitive user experiences.

## Work Experience

**UX/UI Designer**, Remote March 2023 - Present

### NEXT

- Managed a design team in the redesign of a SAAS mobile application, focusing on enhancing content flow and organization.
- Developed and tested prototypes to identify visual inconsistencies and user pain points, resulting in streamlined navigation and improved user task completion times.
- Maintained and updated the existing design system, ensuring scalability for future application expansions.

### Circlez

- Led a remote design team in creating a B2C mobile goal-tracking application, fostering agile communication and collaboration.
- Crafted a comprehensive design system to guide development, redesigns, and app expansions, facilitating a smooth transition into the development phase.
- Delivered detailed developer handoff documentation, complete with annotations and measurements, to support seamless development implementation.

### Najaa

- Collaborated with the design team to develop a B2B2C mobile application supporting recovering addicts, informed by competitive analysis and market trends.
- Utilized research findings to create wireframes and high-fidelity mock-ups, optimizing the user experience.
- Successfully advocated for adjustments to the color palette to reduce cognitive overload and enhance user engagement.

**Guest Experience Specialist**, Cacio e Pepe, March 2020 - November 2022

- Orchestrated seamless restaurant openings, ensuring smooth operations and exceptional customer experiences.
- Cultivated lasting rapport with patrons through attentive communication and problem-solving, enhancing customer satisfaction and loyalty.
- Employed strategic thinking to tackle unforeseen challenges, bridging digital and physical realms to maintain workflow continuity.
- Utilized observation and empathy skills to understand customer preferences and behaviors.

**Administrative Coordinator**, Barterhouse Wine & Spirits, Nov 2017 - July 2019

- Managed CEO's schedule and coordinated meetings, optimizing client engagement and fostering relationships.
- Secured venues for exclusive events, prioritizing guest satisfaction and enhancing overall experience.
- Oversaw mail logistics, guaranteeing precision in inbound and outbound communications.
- Gained experience in client interaction and event planning, providing insights into user needs and preferences essential for UX/UI design.

**Customer Service Rep**, Cross County Savings Bank, January 2015 - April 2016

- Executed financial transactions with precision, leveraging data entry skills to update client records accurately.
- Ensured accuracy in cash handling through calculations and verification procedures, maintaining compliance standards.
- Provided comprehensive assistance to clients, offering insights into banking products and services to meet their needs.
- Developed strong communication and problem-solving skills, essential for understanding user requirements and designing intuitive user interfaces in UX/UI design.

## Skills

**Research:** Competitive Analysis, Quantitative and Qualitative Research, Interviews, Usability Testing, Surveys

**Design:** Wireframes, Prototyping, Typography, Iconography, Style Guide, Design Systems, Design Thinking

**Soft:** Communication, Organization, Leadership, Problem Solving, Agile Methodologies, Conflict Resolution

**Tools:** Figma, Adobe Illustrator, Adobe Photoshop, Miro, JIRA, Sketch

## Education

Bachelors of Psychology - John Jay College of Criminal Justice