



AUSTIN, TX ♦
(214) 801-6037 ♦
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Education

Bachelor of Arts in English

Magna Cum Laude
The University of Texas
Austin, Tx

User Experience Design Immersive Certification

General Assembly
Remote Learning

Skills

- ❖ User Research
- ❖ Storyboarding
- ❖ Creative Problem Solving
- ❖ Wireframing
- ❖ Teamwork

Marcos Vera

PROFESSIONAL PROFILE

I am a UX Designer who crafts meaningful stories through empathetic research and creative problem-solving. I am passionate about helping others through design thinking, and I strive to ensure that technology is as accessible as possible to all demographics of our communities.

WORK EXPERIENCE

A+ FEDERAL CREDIT UNION

Senior Lending Project Coordinator & Systems Administrator (June 2019- April 2020)

- ❖ Gather and evaluate data to support project needs and quantify expected impact of project work. Create business cases and project plans throughout implementation and schedule/lead project meetings.
- ❖ Identify opportunities for process improvements by working with employees and management to understand workflows and efficiency levels in each department.
- ❖ Develop internal training materials, resources, and communication documents for new and changing products, processes, and procedures. Prepare and coordinate organizational communication for these events.
- ❖ Coordinate with existing and prospective vendors to scope product implementation, set up system integrations and deliver ongoing system feedback.

Learning and Development Trainer (November 2017- June 2019)

- ❖ Schedule, coordinate and facilitate training for employees across the organization in both classroom and online environments.
- ❖ Create virtual learning content using various software systems such as Keynote, Pages, Camtasia, Adobe Connect, and Storyline.

Member Services Officer

(June 2014- November 2017)

- ❖ Manage employee development by overseeing detailed coaching plans for each team member and presenting employee performance feedback.
- ❖ Open and manage financial accounts by resolving account issues, intermediating for members in transaction disputes, and processing loan application.