Zachary Breakstone

My name is Zack. I like to drink coffee, eat ramen, and solve problems. I know that truly wonderful product experiences start with real people and are shaped by research and iteration through a scientific method of identifying problems and testing hypotheses. When executed properly, the end results are solutions that help both users and businesses achieve their unique goals through the use of thoughtful, accessible, and memorable design.

Education

General Assembly - UX Design / Boston, MA / March, 2017 - May, 2017

10-week part-time course

Babson College / Babson Park, MA / September, 2009 - May, 2013

Bachelor of Science in Business Administration - *Technology, Entrepreneurship, and Design (TED) concentration, Marketing focus*

Work Experience

HubSpot, Inc.

SENIOR CUSTOMER SUPPORT SPECIALIST & INTERNAL TOOLS DESIGNER / CAMBRIDGE, MA / OCTOBER, 2014 - PRESENT

Currently leading the redesign effort for the HubSpot Community to drive customer and partner engagement on the site. Redesigned SFDC Support Console to help Support team members better troubleshoot Salesforce cases. Designed and coded an Omni-search web app with the goal of helping Hubspot Support team find answers more quickly and with ease. Designed the second iteration of HubSpot Support's Wallboard to solve management's goal of increasing internal productivity. Created and taught HTML/CSS-focused new-hire training, and coached a class of 5 new hires through their first month at HubSpot.

CUSTOMER SUPPORT SPECIALIST / CAMBRIDGE, MA / OCTOBER, 2013 - OCTOBER 2014

Helped customers troubleshoot and navigate various processes and bugs within HubSpot software. Assisted customers with diverse abilities (ranging from digital natives to digital tourists) with implementation of successful inbound marketing initiatives. Worked closely with internal Development Team to assist customers with HubSpot software setup. Took ownership of technical questions and followed up with customers' reported issues to obtain customer satisfaction and issue completion. Adhered to company's streamlined bug filing and resolution processes while documenting troubleshooting and problem resolution steps for both team learning and customer support.

Freelance

GRAPHIC DESIGNER / SPARTA, NJ / JUNE, 2011 - AUGUST 2013

Responsibilities included meetings with clients to discuss design briefs, initial conceptualization, and final digital creation using industry-standard software. Past clients include Liqid, Inc., pureSilicon, Inc., Launch Genome, HillFresh Laundry, and Folllow app, among others.

Contact Me

Portfolio / www.zacharybreakstone.com

Email / me@zacharybreakstone.com

Phone / (201) 452-2815

References available upon request.

Skills

Design	Software	Code
UX Design	Sketch	HTML
IxD and IA	Adobe CC	CSS/Sass
User research	Invision	JS/jQuery
Prototyping	Framer	MEAN stack
Illustration	Abstract	
UX writing	GitHub	