

Johnrey Pahed

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IT Experience

Los Angeles ISD - Hybrid

Internship

Aug 2023 – Current

- Study fundamentals of OS, hardware, internet functionality, and troubleshooting practices
- Study networking; OSI Model and TCP/IP networking
- Study Linux shell and Windows Powershell fundamentals to navigate and troubleshoot OS
- Applied learnings at local library assisting in basic IT support

UX/UI Design Experience

ACCENTURE - Remote

Certificate

June 2022 – July 2022

AUDREY'S CAFÉ - San Diego, CA

UX Designer

Jan 2020 – June 2020

- Created client proposal for managerial staff. Held client and user interviews to gain better understanding of staff and customer's wants, needs, and expectations
- From user research created mood boards, user personas, and mock user journeys
- Used competitive analysis to identify key components in seamless menu presenting and coffee/food ordering experiences
- Used Figma to create wireframes, site structures, and high/low fidelity prototypes • Created UI components using Photoshop
- Reiterations done after user testing of both low-fidelity and high-fidelity prototypes
- Made creative briefs and presentations for stakeholders throughout the project to communicate findings, progress, and data

PANDORA RADIO - San Diego, CA

Designer

Jan 2018 - June 2018

- Interviews conducted to find frequent issue whilst using the app
- Conducted user tests to visually see any errors or issues corresponding to user answers from interviews

- Gathered and analyzed data; focused on consistent usability errors when planning redesign • Used competitive analysis of similar apps to identify efficient components to possibly replace current components
- Used Figma to create wireframes and low/high fidelity prototypes
- Created and replicated UI components of the app with Photoshop
- Conducted A/B testing to find most successful redesign

Customer Service Experience

SPECTRUM - San Diego, CA

Spectrum Comm. Solutions; Rep. 2

Aug 2020 - July 2022

- Repaired telecommunication services (cable, internet, phone) to residential communities over the phone
- Trained in communication, conversation control, de-escalation, and soft skills to identify root cause of the call and provide proper resolution in a swift and efficient manner
- Lead meetings when stats (average handle time AHT, first call resolution FCR, satisfactory survey, etc.) exceeded expectations or was consistently above average
- Provided exceptional customer service for wide range of individuals (including but not limited to elder, sick, blind, deaf, bed ridden, handicap)

VANS - San Diego, CA

Sales Lead

Oct 2017 - Jan 2020

- Given supervisor responsibilities in the absence of the store manager (associate repositioning, store status updates, customer escalations, returns, etc.) • Back stocked, stocked, and organized store merchandise
- Provided efficient and enjoyable experience for customers to satisfy wants and needs in a timely fashion while maintaining KPIs (Units per transaction UPT, time in store, average price per transaction, etc.)
- Gained Sales Lead title at half the predicted time expected through new techniques of increasing UPT and sale of low selling product (Shoe care product)

Education

University of California, San Diego

San Diego, CA Bachelors of Science, Cognitive Science: Design and Interaction

June 2020

James Monroe Highschool

Skills and Interests

Technical: Photoshop (Advanced), Premiere Pro (Advanced), HTML (Intermediate), CSS (Intermediate), Python (Beginner)

Mechanical: Machine tools, Cutting tools, Laser Cutting, Riveting

Interests: Basketball, Video Production, Gaming, Coffee