

Esteban Monsalve

ESTEBAN-UX.COM

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Education

UNIVERSITY OF FLORIDA

B. A. Anthropology

HARVARD UNIVERSITY Summer School

Comparative Literature Course, final grade A

Gainesville, FL

December 2023

Cambridge, MA

Summer 2017

SKILLS

Software & Design Tools: Excel · MS Suite · VBA · Salesforce · SAP · PowerBI · Sketch · Figma · InVision · Wix · Canva · Trello · Rawgraphs

UX Skills: Affinity Diagramming, Branding · Digital Wireframing · Iterated Sketches · Product Management · Prototyping · Sketching · Storyboarding · User Research and Testing · Layout/ Visual/ Presentation / Interaction Design

Other Skills: Quickbooks · Accounting · Project Management · Logistics Coordination · Marketing and Content Creation · Human-Oriented Research · Public Speaking · Writing · Community Building · Design Studio · Scheduling and Logistics Analysis

Experience

Envera Systems

Systems Analyst

Sarasota, FL

December 2023 - October 2024

- Communicated with customers to track and resolve incidents. Handled community client inquiries and needs efficiently, contributing to improved customer satisfaction and retention.
- Proficient in using IT software (Salesforce, Immex, Nextgen, iBoot, Fortinet, and Edgeswitch), improving operational efficiency by 18% through effective incident tracking and customer interaction management.
- Led a project to redesign the customer service interface, enhancing user experience and streamlining interactions for the native application, making it more intuitive and reducing need for customers to contact the IT team.

MOR Coffee

Project Manager

Sarasota, FL

July 2023- December 2023

- Performed regular financial operations using QuickBooks Online, including reconciliations, vendor payments, and the preparation of various tax forms, ensuring compliance and accurate financial reporting.
- Coordinated end-to-end logistics for e-commerce orders, overseeing project timelines and deliverables to enhance operational efficiency and customer satisfaction.
- Implemented a new project management tool to better track order processing and delivery, improving overall project coordination.

Subwire

UX Designer

Sarasota, FL

March 2023- July 2023

- Applied systematic approaches to project development, ensuring that all enhancements were aligned with user needs and business objectives, resulting in more efficient and effective outcomes.
- Leveraged analytical skills to translate user data into actionable changes, improving interface design and overall user experience, demonstrating strong problem-solving capabilities.
- Conducted usability testing sessions to gather feedback and iteratively improve the user interface.

Anytime Translation

Medical Interpreter

Sarasota, FL

Summer 2021

- Facilitate effective communication between healthcare providers and Spanish-speaking patients by accurately translating medical information, instructions, and patient inquiries.

OTHER INTERESTS

CRYPTO

r/Reflektor - Reddit Blockchain Community Creator · Atium White Paper - Author for New Blockchain