Esteban Monsalve

ESTEBAN-UX.COM

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Education

UNIVERSITY OF FLORIDA   Gainesville, FL
B. A. Anthropology, *cum laude*   December 2023
HARVARD UNIVERSITY Summer School   Cambridge, MA
Comparative Literature Course, final grade A   Summer 2017

SKILLS

Software & Design Tools: Excel · Sketch · Figma · InVision · Wix · Canva · Trello · Microsoft Suite · PowerBI · 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· Excel· 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   Sarasota, FL
Systems Analyst   December 2023 - Present
- Acted as the primary liaison for customer service, handling 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.
- Acted as the primary liaison for customer service, handling community client inquiries and needs efficiently, contributing to improved customer satisfaction and retention.

MOR Coffee   Sarasota, FL
Project Coordinator   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.

Subwire   Sarasota, FL
UX Designer   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.

Anytime Translation   Sarasota, FL
Medical Interpreter   Summer 2021
- Facilitate effective communication between healthcare providers and Spanish-speaking patients by accurately translating medical information, instructions, and patient inquiries.
- Assist in ensuring compliance with patient confidentiality and ethical standards while providing culturally sensitive language support during medical consultations, procedures, and emergency situations.

OTHER INTERESTS

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