

Melanie Bauer

User Experience Specialist

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Austin, TX

SUMMARY

The majority of my professional experience is in customer service. I believe customer service professionals are perfect candidates to become user experience professionals as we have extensive experience working with users to understand their needs & wants. In my professional roles, I volunteer for & take ownership of complex projects - especially ones that allow me to practice design & improve upon the usability of systems. In my personal life, I volunteer in activities in which I can practice design & organization - for example, organizing neighborhood meetups & creating flyers, coaching soccer & creating signs, etc.

TECHNICAL SKILLS

- Google Suite
- Microsoft Office
- Adobe Suite
- Canva
- Figma
- HTML & CSS
- GoDaddy
- Python
- Salesforce
- Gorgias
- CRMs customized for employers

EDUCATION

UI/UX Post Graduate Certification

Currently Enrolled - University of Texas

Practicing UX Research & Design principals through 6 detailed & graded projects. Projects include survey creation & analysis, user persona & empathy map creation, sitemap, information architecture & user flow map creations, conducting card-sorting research, user interface design, prototype creation, and wireframing. Due to complete capstone February 2026.

Bachelor of Arts

Graduated 2018 - Trinity University

Double-majored in History and Latin with a minor in Medieval and Renaissance Studies.

RECENT EXPERIENCE

Teacher Retirement System of Texas

7/24 - Present

Benefit Processor

Creates & updates interactive procedure resource documents for team, using team feedback to improve upon the usability of the documents. Conducts usability testing on new application for processing tasks (user acceptance testing), finding defects and areas of improvement for application.

6/22-7/24 *Benefit Counselor & Coach*

Gained understanding of user mental models through walking both internal users (trainees) and external users (members) through websites, applications, information architecture, and resource documentation. Designed trainings in PowerPoint and converted trainings into videos and interactive e-learning.

Giddy

8/21 - 3/22

Customer Service

Edited and created email templates for customer service team to use in communication with customers. Answered customer questions through email, phone calls, and chats in Salesforce. Processed sales, refunds, and exchanges.

Bumperactive.com

7/20 - 1/21

Supervisor

Set up new CRM by loading client and customer data for over 50 webstores. Trained employees on new CRM. Addressed customer escalations through de-escalation and providing solutions to concerns. Communicated with and assisted client campaigns directly (including the Biden campaign). Trained and coached employees on company procedures, software, and soft skills.

3/20 - 7/20

Customer Service

Answered between 100 to 1,000 customer inquiries per day, via phone and email. Communicated between departments to resolve customer concerns.