

Raquel Walcott

Contact

- 407-722-9804
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- www.RaquelWalcott.com
- Chicago, IL

Skills

Technical Skills

Figma, Adobe XD, User Flows, Accessibility, User Research, Responsive Design, Interaction Design, Usability Principles, Basic Coding (HTML), Information Architecture, User-Centered Design (UCD), Wireframing & Prototyping, Typography & Color Theory, Design testing

Soft Skills

Adaptability, Creativity, Attention to Detail, Time Management, Problem-Solving, Presentation Skills, Conflict Resolution, Cross-Cultural Sensitivity, Process Improvement

Certifications

Google UX Design

Specialization

Coursera

2023

Education

Elementary Education

University of Central Florida

Profile

Driven by a passion for UX design & armed with a recent Google certification, I'm on a mission to utilize my diverse skill set and experience in Education, Accounts Payable, and Customer Service to revolutionize user experiences. With a track record of implementing process improvements & enhancing engagement, I'm committed to creating user-centric designs that drive meaningful impact in the dynamic world of UX design.

UX Experience

My experience with the Google UX Design Certification Program has been eye-opening. It covered everything from user-centered design principles to practical skills like information architecture & interaction design. The program's mix of video lectures, hands-on projects, and peer assessments helped me apply what I learned in real-world situations. Overall, the program not only expanded my UX design knowledge but also gave me a Google-backed certification to prove my expertise in creating user-friendly digital experiences. For more information, please visit my portfolio at www.RaquelWalcott.com

Work Experience

2ND GRADE TEACHER

Passages Charter School | 2021-2023

I designed & enhanced lesson plans for the classroom, including SPED & ELL students with a focus on accessibility & equity. My grade level team achieved a 20% boost in student engagement through the implementation of interactive lesson plans & technology integration. I ideated on formative assessments to create human-centered instruction, reducing students below grade level by 10%.

ASSOCIATE DISBURSEMENT SPECIALIST

Orlando Utilities Commission | 2015-2020

I executed timely payments, including ACH, checks, & wire transfers, managing up to \$2.5 million in daily disbursements. I took the initiative to design & implement training materials for internal customers, based on usability feedback, which led to a 15% reduction in discrepancies & optimized disbursement processes. As part of the department team, I processed a daily average of 150 invoices with a 98% accuracy rate while adhering to compliance standards.

CUSTOMER SERVICE REPRESENTATIVE II

Orlando Utilities Commission | 2011-2015

I offered specialized assistance to 12,000+ users annually, practicing empathy & resolving issues related to billing, energy education, & service management, while maintaining a QA score of 98% or above. I acted as a mentor & trainer for multiple new and existing employees, recognized for my outstanding QA scores.