Gregorio Gangala

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PROFESSIONAL EXPERIENCE

Customer Service Associate at Gangala Landscaping   *March 2023 -*
- Managed and resolved an average of 30 customer inquiries per day via phone and email, maintaining a 95% customer satisfaction rate.
- Debugged technical issues using QuickBooks software, resulting in a 20% reduction in billing errors and ensuring accurate and timely invoicing.
- Improved internal processes by creating and enhancing documentation, leading to a 13% decrease in recurring problems.

Product Designer at Gregorio Gangala   *December 2020 -*
- Collaborated with over 15 clients to develop websites, resulting in a 25% increase in website traffic and a 20% boost in user engagement.
- Partnered with clients to create wireframes, prototypes, and mockups, effectively conveying design concepts.
- Employed problem-solving skills to address complex design challenges, ensuring a seamless user experience.
- Incorporated feedback from usability testing into iterative design improvements.

UX/UI Designer at Fuze Design   *February 2022 - July 2022*
- Conducted usability tests with clients, identifying and addressing user pain points, resulting in a 15% increase in user satisfaction ratings.
- Demonstrated strong problem-solving skills by addressing complex design challenges and finding innovative solutions.
- Engaged in effective communication with clients and team members to convey design concepts and incorporate feedback.
- Collaborated with cross-functional teams, including developers, to ensure seamless integration of design solutions into final products.

CERTIFICATIONS

Courera   Google IT Support Professional Certificate   *October 2023*

SKILLS

Interpersonal Skills, Problem-Solving, Communication, Patience, Computer Skills, Time Management, Teamwork, Adaptability, Customer Service, Technical Troubleshooting, Documentation, and Record-Keeping.

EDUCATION

B.S. in International Business & Italian at Ramapo College of New Jersey   Mahwah, NJ · 2015