

# ROSE EMILY AGENOR

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## PROFESSIONAL SKILL PROFILE

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Ambitious and detail-oriented UX/UI designer passionate about creating intuitive and beautifully crafted user experiences with stakeholders and users needs in mind. I am eager to apply academic knowledge and creative skills to contribute to innovative projects in a lean collaborative environment. Self-driven with over ten years of front facing customer service experience, I am currently seeking employment that will challenge me, and permit me to utilize my professional and educational experience to become an irreplaceable asset.

## EDUCATIONAL/PROFESSIONAL EXPERIENCE

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- Proficient with prototyping tool Figma, and familiarity in Adobe Creative Suites(Illustrator, Photoshop).
- Basic understanding of HTML, CSS, and JavaScript.
- Educational experience conducting User Research, Data Analysis, Usability Testing, WireFraming, and Prototyping.
- Ability to research and interpret statistical data, scientific literature, medical documentation and peer reviewed publications.
- Trained to collect,store and organize large sums of patient information, while in accordance with HIPPA guidelines.
- Administrative skills in scheduling, while also collecting, organizing, and maintaining patient records.
- Advanced interpersonal and communication skills able to act as a liaison between different parties, across multiple departments.

## WORK EXPERIENCE AND LEADERSHIP/INVOLVEMENT

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- Emory Healthcare- Vascular Surgery - Patient Care Coordinator** February 2022 - February 2024
- Fueling patient operations by aiding as their primary point of contact for customer service, administrative and scheduling needs.
  - Coordinating patient care by working with administrative and clinical staff from multiple departments and outside facilities.
  - Responsible for meeting and communicating with surgeons and members of the care team to triage, coordinate and manage the patient through surgical experience.
- Emory HealthCare - Vascular Surgery - Certified Clinical Medical Assistant** February 2021 – February 2022
- Greet and prepare patients for their appointment, record vitals signs, maintain medications and chart all encounters.
  - Perform wound care treatment including staple and suture removals, medicated dressing changes, and wound-vac placement.
  - Assisted with preparing patients charts for the clinic, organizing exam rooms, and ordering and maintaining supplies.
- Maggiano's Italian Restaurant - Waitress** March 2018 - Current
- Responsible for delivering exceptional hospitality and customer service, while making every guest feel welcomed and at home.

## EDUCATION

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- CareerFoundry - UX/UI Certification** October 2023 - June 2024
- Intro to UX Design  
UX Immersion
- ATLANTA CAREER INSTITUTE** May 2020 - November 2020
- National Healthcareer Association: Certified Clinical Medical Assistant  
Externship: **North Atlanta Heart and Vascular**
- FLORIDA GULF COAST UNIVERSITY** August 2015 - December 2018
- Bachelor of Science Degree: Biology. Minor: Chemistry. Concentration: Pre-Professional Health  
Sigma Gamma Rho Sorority, Incorporated
- MIAMI-DADE COMMUNITY COLLEGE** August 2014 – July 2015
- Associates Degree in Computer Science

## SKILLS

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### Technical:

Customer Service +10 years

Microsoft Suite: Expert

Patient Care Experience

### Languages:

Haitian Creole - Advance