



Cynthia Gamino McRaith
UX DESIGNER

510-590-0608
cynthiagamino@rocketmail.com
Portfolio: www.uxsolutionsbycynthia.com

Professional Summary

As a dedicated and results-oriented professional, my background encompasses a range of skills, including project coordination, account management, and customer service. My upcoming transition to a UX designer role reflects my passion for designing seamless and enjoyable user experiences. Extensive experience in project management, coupled with strong communication and problem-solving skills, enables me to contribute meaningfully to any organization. Moreover, my fluency in both English and Spanish equips me with versatility in a global market.

SKILLS

Bilingual in Spanish and English. Tech Proficiency: Microsoft Office Suite, MS Teams, Axure RP, HTML, CSS, Photoshop, Illustrator, Canva, Adobe Express
SEO and Search Optimization
Web Design

Design Thinking
Wireframe Creation
Project Coordination
Meticulous Attention to Detail
Results-Oriented
Proactive Problem-Solving

Effective Communication: Written, verbal, presentation
Customer Service Proficiency: Exceptional support and issue resolution
Effective Presentations: One-on-one and group settings

EDUCATION

UX DESIGN

UCSD Extended Studies 2022-2023

BACHELOR OF ARTS - HISTORY

San Francisco State 2002-2006

COUSE WORK

Responsive Design and User Experience
Search Engine Optimization (SEO) & Marketing
User Experience (UX) Design II
User Experience (UX) Design I
User Interface Design
Principles of User Experience

EXPERIENCE

DISTRIBUTION ACCOUNT SPECIALIST

2022 - Present

Allstate Moving Systems

As the primary point of contact for leads and clients, I guide customers through our services and offer essential information. I effectively manage distribution accounts, ensuring smooth client experiences, conducting virtual onboarding sessions via Microsoft Teams, and providing detailed guidance on warehouse management systems. My proficient use of advanced Excel, including spreadsheet management and pivot tables, is vital for overseeing billing across 200+ distribution contracts, utilizing 3PL management system, and meticulous organization and storage of documentation, essential for efficient data management. I ensure contract accuracy through thorough reviews and communicate renewals promptly, addressing billing inquiries proactively.