Eliakimisrael.com

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ELIAKIM ISRAEL

UX/UI DESIGNER | GRAPHIC DESIGNER

PROFESSIONAL SUMMARY

UX/UI Designer with 2 years of experience specializing in Adobe Creative Suite, wireframing, and visual design. Demonstrated expertise in streamlining support processes and enhancing user experiences through innovative design solutions. Proven track record of improving efficiency and client satisfaction in previous roles.

EMPLOYMENT HISTORY

APR 2024

Coordinator, UR Medicine Home Care

- Occasionally produce graphics for company marketing.
- Coordinated home care services, improving patient satisfaction by 18% through efficient scheduling.
- Streamlined communication between medical staff and patients, reducing response time by 22%.
- Implemented new tracking system, enhancing resource allocation and reducing operational costs.
- Facilitated staff training programs, resulting in a 15% increase in overall team performance.
- Coordinate care services, fostering strong relationships with clients and healthcare providers to ensure seamless support and improved patient outcomes.
- Implement new coordination strategies, leveraging technology to improve communication and enhance the overall quality of home care services.

NOV 2021 - APR 2024

Support Specialist, Ortho Clinical Diagnostics, Rochester, New York, United States

- Enhanced support processes, achieving a measurable reduction in client wait times and boosting efficiency.
- Collaborated with cross-functional teams to address complex technical issues, optimizing diagnostic solutions.
- Cultivated strong partnerships across departments, facilitating seamless resolution of technical challenges and enhancing diagnostic solution performance.
- Implemented process improvements that led to measurable increases in support efficiency, directly impacting client satisfaction and operational effectiveness.

EDUCATION

AUG 2023 - MAY 2024

Undergraduate Certificate, Bryan University, Tempe, AZ

UX/UI Design

SEP 2007 - JUN 2014

Advanced Arts Regents Diploma, School of The Arts, Rochester, NY

Skills: Graphic Design · Typography · Visual Design · Adobe Acrobat · Sketch Theory · Color Theory

SOFTWARE

Adobe CC (XD, Indesign, Photoshop & Illustrator) Figma, Miro, HTML & CSS.

TECHNICAL SKILLS

Wireframing, Prototyping, Usability Testing, Interface Design, Mockups,

Flow Diagram & Style Guides.