

# ARIANA CROCKETT

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## PROFESSIONAL SUMMARY

User Experience Designer UX/UI designer with a background in Photography as well as Mortgage Loan Processing & Underwriting. Knowledge of data analysis, project management, collaboration, and adaptation in combination with an interest in creating beautiful and functional design. Love of creating, and constantly improving design skills. Motivated daily by a zest for learning and experiencing all that life has to offer.

## WORK HISTORY

### PrimeLending - Senior Mortgage Processor

Remote • 07/2021 - 06/2022

- Collaborated with stakeholders to provide timely, accurate service for clients
- Produced and submitted project deliverables to third party department
- Worked independently with ability to prioritize competing tasks under pressure of deadlines
- Addressed challenges with clients presented by other departments

### Remote - Junior Underwriter

08/2019 - 07/2021

- Analyzed documentation to confirm relevance with project goals
- Maintained strict regulatory compliance with federal agencies
- Determined financial risks and compared data against internal checklists and guidelines
- Responded to questions queries with suitable information in timely manner
- Verified integrity of applicants information to minimize fraud

### Mortgage Processor

04/2015 - 08/2019

- Conducted regular follow-ups regarding outstanding documents
- Requested and analyzed documentation required for project approval
- Communicated acceptance or rejection of project requirements to other departments
- Consulted with outside vendors to identify and resolve project completion issues

## EDUCATION

### General Assembly

Remote • Expected in 06/2023

### User Experience Design Immersive: General Assembly

Research Project: YMCA Life Skills Platform

- Served as a project manager for the design of a mobile application.
- Conducted user interviews, ideation, usability testing, iteration.
- Created and presented a 20 page slide deck to an audience of 30.
- Created functional, user friendly experience.

Research Project: Cashmere Boutique Site Redesign | Lead UX Designer

- Worked independently to re-design e-commerce website; enhanced search, view and checkout functionality for virtual store users.
- Conducted 5 user interviews to understand the site's customer journey and collect feedback and insights.
- Created functional, user friendly experience

### Spokane Falls Community College

Spokane, WA • 06/2012

**Associate of Applied Sciences:** Small Business Management

## SKILLS

Figma, Trello, Slack, Zoom, Adobe Photoshop, Google Workspaces, User Experience Design, User Interface Design, Visual Design, Comparative and Competitive Analysis, User Research, Usability Testing, Ideation, Synthesis, Information Architect, Wireframes, Prototyping, Mockups, Data Analysis, Tact and Sensitivity, Collaboration, Communication, Curiosity, Empathy, Active Listening, Feedback, Open-Mindedness, Adaptation