

**Marquisha Areli Tirado**  
**Aspiring UX Designer | Customer Service Specialist**  
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A passionate and dedicated Customer Service Specialist with over 10 years of experience, transitioning to UX Design to create impactful, user-centered digital experiences. Skilled in identifying user needs, conducting research, and delivering solutions that enhance user satisfaction. Bilingual in English and Spanish, with proven expertise in communication, problem-solving, and adapting to customer and user requirements. Currently pursuing a Bachelor's in Graphic Design with a UX Design focus to deepen my design and technical skill set.

### **Education**

- **Riverside City College** – Bachelor's in Graphic Design  
Expected Graduation: 2026
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### **Technical Skills**

- **Design & Prototyping Tools:** Figma, Adobe XD, Sketch
- **CRM & Support Systems:** Gladly, Shopify, Salesforce, Zendesk
- **Microsoft Office:** MS Word, Excel (10+ years)
- **Collaboration & Productivity:** Google Docs (6 years)

### **Soft Skills**

- Communication | Active Listening | Empathy | Problem-Solving
- Time Management | Conflict Resolution | Team Collaboration
- Adaptability | Patience

### **Languages**

- **English (Fluent)**
  - **Spanish (Fluent)**
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### **Work Experience**

**Customer Care Specialist**  
Coyuchi | Remote | Sept 2023 to Jan 2024

- Delivered top-tier customer support across email, live chat, and phone, focusing on creating a positive user experience.

- Built deep product knowledge to provide clear, UX-focused guidance for a seamless buying journey.
- Collaborated with the Ecommerce team to optimize online order handling, improving order accuracy and response times.
- Leveraged Gladly and Shopify to manage inquiries and resolve issues, ensuring accurate, user-centric records.

### **Customer Care Specialist**

PVH Corp - Tommy Hilfiger + CK | Remote | Sept 2022 to May 2023

- Provided phone-based customer support, upholding communication standards to ensure a quality user experience.
- Acted as a liaison for the Spanish-speaking community, demonstrating cultural sensitivity and understanding.
- Used Salesforce to manage customer accounts and process online orders, enhancing user satisfaction.

### **Customer Care Specialist II**

Numotion | Remote | April 2021 to June 2022

- Assisted customers needing medical supplies with professionalism and UX-focused solutions.
- Partnered with health insurance companies to verify coverage, advocating for user needs.
- Played a key role in streamlining processes within the Brightree EMR system, contributing to improved user experiences.