ABIGAIL DIECIDUE

USER EXPERIENCE DESIGNER

CONTACT

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New York Metro Area
(open to relocate)

EDUCATION

CERTIFICATE IN UX DESIGN

CareerFoundry - Berlin, Germany

2023-2024

BACHELOR OF FINE ARTS
MINOR IN BUSINESS

Montclair State University - NJ, USA

2016 - 2020

Specialization: Drawing

SKILLS & TOOLS

Design Thinking

User Research

Empathetic Design

Problem Solving

Critical Thinking

Wireframing & Prototyping

Usability Testing

User Interface Design

Color Theory

Figma

LANGUAGES

English - Native

French - Intermediate

Italian - Basic

German - Basic

ABOUT ME

UX Designer with a strong background in Fine Art, Customer Success, Account Management, and optimizing business operations. Experience in ensuring customer retention and loyalty through establishing trust, designing experiences to fit their needs, and ensuring business goals are met. Highly skilled at crafting unique solutions and experiences to solve customer needs, as well as written and oral communication, and creative problem solving.

PROJECTS

EVERGREEN: CONNECTING PLANT LOVERS WITH EXPERTS

UX Immersion | CareerFoundry | July 2023 - May 2024

- **Problem:** House plant owners need an easy way to access plant experts so they can learn how to better take care of their plants.
- **Process:** Competitive analyses, user flows, user interviews, user persona creation, sitemap creation, low-, mid-, and high-fidelity wireframing, prototyping, usability testing, user interface designing.
- **Solution:** Responsive web app for users to connect with house plant experts based on their expertise, availability, and communication method. Users are able to keep track of their own plants, and send experts information about their plants before talking.

LIST: A HOLISTIC APPROACH TO HOME BUYING

UI Specialization | CareerFoundry | May 2024 - August 2024

- **Problem:** Home buying is often an overwhelming and stressful process, where people might find it difficult to only search for properties they'd be interested in.
- **Process:** Competitive analyses, user flows, user persona analysis, low-, mid-, and high-fidelity wireframing, prototyping, responsive designing.
- **Solution:** Responsive web app for new hone buyers to set their property feature preferences, see the properties that are most relevant to them, and easily conduct searches and schedule appointments as needed.

EXPERIENCE

COMPASS

Senior Agent Experience Manager | March 2022 - Present

- Designed a new comprehensive customer onboarding procedure for regional staff to follow, increasing customer satisfaction during the first 30 days, thus increasing the likelihood of long-term customer retention.
- Strategized with customers on creating and implementing custom workflows using proprietary technology, dramatically increasing customer platform usage and revenue.
- Created and designed unique training experiences for customers, keeping them updated on any changes in proprietary technology, and increased in person office attendance.
- Facilitated local employee enablement efforts including supporting onboarding/training of new employees and troubleshooting issues, increasing customer satisfaction and staff confidence.

Agent Experience Manager | October 2020 - March 2022

- Proactively served a portfolio of assigned customers, strategized with customers to achieve success with company products and services.
- Mastered proprietary technology and educated customers on company products and programs, increasing customer involvement and ensured long-term retention.
- Lead various ongoing projects such as driving adoption of products and programs, increasing customer platform usage and satisfaction.
- Acted as the single point of accountability in handling complex customer escalations, ensured that day-to-day, high-priority regional issues were resolved thoroughly.