

## **Domanisha Jimenez**

401-545-4625 • Nisha.jimenez@hotmail.com

LinkedIn [www.linkedin.com/in/domanisha-jimenez-135b42326](https://www.linkedin.com/in/domanisha-jimenez-135b42326) • Portfolio:  
<https://nishasuxgallery.net>

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### **PROFESSIONAL SUMMARY**

User Experience Designer with a foundation in retail management and over 10 years of customer service and logistics experience. Skilled in translating user insights into data-driven design solutions that improve engagement and business outcomes. Brings strong leadership, communication, and analytical skills developed through years of managing teams and optimizing customer experiences.

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### **EDUCATION**

#### **General Assembly — UX Design Certificate**

*Completion: Nov 2025*

- Completed an immersive UX Design program focused on user-centered design, research, prototyping, and usability testing.
  - Designed and presented digital product prototypes using Figma and conducted iterative user testing to validate design decisions.
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### **PROFESSIONAL EXPERIENCE**

#### **Assistant Manager of Logistics — Home Depot**

*Feb, 2023 – Present*

- Improved operational workflows by identifying pain points in logistics and customer service processes.
- Developed training materials and onboarding tools using clarity and accessibility principles inspired by UX best practices.
- Translated user feedback into actionable insights that enhanced product placement and service efficiency.

- Manage daily operations and lead a team of employees, focusing on customer satisfaction, process improvement, and performance optimization.
- Use customer feedback and behavioral insights to improve in-store user flows, mirroring UX research and testing methods.

### **Retail Customer service — Home Depot**

*Nov, 2015 – Present*

- Leveraged empathy, active listening, and problem-solving to anticipate customer needs and deliver tailored design and product recommendations.
- Delivered personalized kitchen design consultations using 2020 Design Software, translating customer goals and spatial needs into creative, functional solutions.
- Managed the **end-to-end installation process**, coordinating with customers, installers, and vendors to ensure timely project completion and seamless communication.
- Partnered with internal teams to troubleshoot logistical challenges and ensure smooth coordination between design, delivery, and installation phases.

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### **SKILLS**

**Design Tools:** Figma, FigJam

**UX Methods:** User Research, Journey Mapping, Wireframing, Prototyping, Usability Testing, A/B Testing, Heuristic Evaluation

**Soft Skills:** Leadership, Communication, Data Analysis, Empathy, Stakeholder Management, Process Optimization