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Get in touch

Crystal Eaves

Skills

userflows
wireframes
prototyping
info architecture
user research
interface design
usability testing

Software

Adobe Xd
Illustrator
Indesign
Photoshop
Figma
Sketch
Mural
Axure

Education

[The University of North Texas](#)

Graduated May 2021

BFA in Communication Design; Concentration in User Experience Design & Minor in Art History

Experience

FINS Swim School

[User Experience Project](#)

May 2021 - Present

Helped direction of the project to research how current systems could be causing a decline in employee retention. Conducted user interviews, information architecture, storyboards, and usability testing in order to reveal pain points in the current systems. Project outcomes generated a substantial increase in employee retention and job satisfaction.

Marty B's Restaurant

[Server](#)

September 2019 - March 2021

Provide food service in a fast paced work environment creating an amazing experience for our guests. Duties include familiarizing guests with menu, handling multiple tasks under pressure, knowledge of food safety, and working cohesively as a team.

FINS Swim School

[Customer Service Leadership & Swim Instructor](#)

January 2014 - 2019

Responsible for greeting guests, answering and returning phone calls, organizing daily tasks, responding to emails, knowledge of FINS mission and core value, resolving conflicts, and closing sales. Accountable for the safety of students learning life saving skill of swim, while creating a fun, inviting environment of multiple age groups.

Study Abroad

Italy & Switzerland May 2019 - June 2019

[Tipoteca type setting workshop](#)

Workshop displayed the process of traditional type setting as group we created a composition using a variety of different letterforms.

Interests

User Experience Student Association (UXSA Club), traveling, photography, illustration, and content creation