

Shane Mitchell

design.shanemit@gmail.com ❖ (949) 874-4940 ❖ San Juan Capistrano, CA ❖

shanemit.com

EDUCATION

Saddleback College

Associate of Science, Web Design

Aug. 2022 - Present

Mission Viejo, CA

Saddleback College

Associate of Arts, Liberal Studies

Aug. 2022 - Jan. 2023

Mission Viejo, CA

California State University Fullerton

Bachelor of Art, Double Major: Cinema and Television Arts and American Studies

Aug. 2013 - May 2016

Fullerton, CA

WORK EXPERIENCE

Orange County Realtors

Member Services Representative

July 2017 – Aug. 2022

Laguna Hills, CA

- Leveraged insights from member interactions to identify pain points and opportunities for improved member experiences, contributing to more member-centered problem solutions.
- Collaborate with teams across departments to relay member feedback and ensure efficient, quality problem solving.
- Process new member applications and input them into the database while assisting members in finding solutions to issues.
- Assist in the organization, setup, and execution of events for the company that brought in many sponsors and increased membership

Toys R Us

Product Specialist, Guest Services, Warehouse

Oct. 2009 – July 2017

Mission Viejo, CA

CERTIFICATIONS, SKILLS & INTERESTS

▪ **Certifications:**

Google UX Design Professional Certificate

Oct. 2023 - Present

UCI Coding Bootcamp Certificate

Mar. 2020 - May 2020

- **Skills:** User-Centered Design; Prototyping and Wireframing; User Research; Collaboration; Usability Testing; Information Architecture

- **Interests:** Sewing; Photography; Film; 3D Printing/Modeling; Weightlifting; Traveling; Reading