# Sandy Martinez

## UX/UI Designer

Consumer Operations Specialist

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## EXPERIENCE

**Duolingo DET (Contract)**  Product Research  May 2023 - Present

Analyzing tester experience with Duolingo English Test and improving usability within internal tools.

**Mercandú**  UX/UI Design Intern  October 2022 - May 2023

Assist Product Design Director and support in new design improvements for a startup in El Salvador.

**Sara Rovira Web Studio**  UX/UI Design Intern  August 2022- Sept 2022

Create user-centered designs by considering market analysis, customer feedback, site metrics, and usability findings.

Develop conceptual diagrams, wireframes, visual mockups, click-throughs, and prototypes.

**Google (Contract)**  Consumer Operations Specialist  May 2012- May 2019

Empathized with top client concerns and escalated them accordingly, while working cross-functionally with expert teams in Europe, India and Brazil, to ensure a better user experience on Google My Business.

Collaborated with a global team to track and escalate bugs accordingly.

POC for high profile accounts using Google My Business.

## VOLUNTEER

**Sea Turtle Rescue**  Founder & Coordinator  January 2020-May 2021

Designed t-shirts and fundraised enough money to build a small nursery, in collaboration with the Nahuatl community, in La Ticla, Michoacan, Mexico.
Helped rescue over 2,000 sea turtle eggs from consumption and delivered over 1,000 baby sea turtles out to shore.

**International Rescue Committee**  Teacher  April 2018- January 2019

Taught 2 hour long, biweekly classes to an average of 10 U.S residents. Equipped them in U.S citizenship knowledge and basic English conversational skills.

**English as a Second Language**  Teacher  April 2013- January 2014

Taught 2 hour long, weekly classes to an average of 7 adult students who were working as janitors on Google campuses.

## EDUCATION

**Interaction Design Foundation**

Design for the 21st Century with Don Norman.
*September 2022*

**Coursera x Google**

UX/UI Design Certificate.
*June 2022*

**University of California,  San Diego**

Double Major
International Studies - Economics, B. A.
Latin American Studies, B. A.

## SKILLS

**Design**

Wireframing, Storyboarding, Prototyping, UI Design, Usability Testing

**Research**

User Interview, Personas, Site Map, User Journey, Card Sorting, Competitive Analysis

**Tools**

Figma, Adobe XD & CC, basic JavaScript, HTML, CSS

## LANGUAGES

Native Spanish Speaker

Intermediate Portuguese

## HOBBIES

Surfing

Spearfishing