

Andre Harris // UX Designer

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WORK EXPERIENCE

SureSwift Capital **Sept. 2019 – Present**
Happiness Engineer *Remote*

- Maintaining support for 4 SaaS products providing users with technical support including setup, bug fixes and coding changes for each specific product and add ons.
- Create documentation content for external and internal use. The content includes video and written content created to help users and document changes made to the products by developers.
- Test WordPress plugin updates for bugs and inconsistencies to then be fixed prior to launch.

Themify **May. 2018 – Sept. 2019**
Blog Content Creator *Remote*

- Wrote digital content related to WordPress and fixing complex issues within plugins and themes in the WordPress ecosystem.
- Updated older articles with new content including images and corrected outdated information.

WPSupport Team **Sept. 2017 – May. 2018**
WordPress Support Engineer *Remote*

- Provided code fixes for WordPress and Shopify themes.
- Managed a technical support forum as the sole moderator.
- Worked with the developers to create fixes and updates for the themes offered.

Freelance Web Designer **Sept. 2015 – Aug. 2017**
Web Designer *Remote*

- Designed website and mobile app layouts for businesses and individuals to be designed by web developers.
- Created and updated logos for businesses.

Asus Department Accent Marketing **Mar. 2013 – Sep. 2015**
Asus Technical Support Agent

- Laptop Magazine, Awarded the Best Technical Support Agent for 2015.

EDUCATION

Google UX Design **Feb. 2023**

- Completed a professional User Experience (UX) design certificate developed by Google.
- The certificate covers the entire design process including skills such as UX Research, Wireframes and High-Fidelity Prototypes.

University of Technology

Bachelor of Science in Information Technology

- Minored in Multimedia specifically Graphics Design
- Completed a four-year bachelor's degree in Computer Science.

TECHNOLOGIES

- **Tools:** Slack, Adobe Photoshop, Adobe Premiere Pro, Adobe XD, Davinci Resolve, WordPress, HTML, CSS and Figma.