

JANET GONZALES

Mobile: 801.876.0848

<http://janetgonzales.com>

Janet@Gonzales.com

EDUCATION

- 2020-2021 **CERTIFICATE in USER CENTERED DESIGN** – Parsons School of Design
- 2015-2019 **MASTER of BUSINESS ADMINISTRATION** – Westminster College
- 2011-2013 **MASTER of HISTORY** – University of Texas at Arlington
- 2008-2011 **BACHELOR of HISTORY** – Brigham Young University

EXPERIENCE

- 2022-Present **SENIOR UX DESIGNER** – NICE CXone
Lead UX Designer for the Agent and Integrated Agent Experience, and the Illuminate AI team.
- 2021-Present **FREELANCE UX DESIGNER**
Designing mobile, web and software experiences in agency environments, as part of an in-house team and as a contractor for Start Studio, Auddities and Huzzah Studio.
- 2021-2022 **SENIOR UX DESIGNER** – Start Studio
Lead UX/UI Designer for the team.
Created end to end designs for desktop software, web apps and mobile apps for Silicon Slopes Startups
Presented designs for main client GLEIF (Global Legal Entity Identifier Foundation) at the Internet Identity Workshop in Mountain View, CA.
- 2021-2022 **ADMINISTRATIVE MANAGER** – UBS
Responsible for the growth and coaching of 60+ associates.
Staff Manager for Arizona, Utah and New Mexico branch offices.
- 2019-2021 **DIRECTOR OF OPERATIONS** – Crewe Advisors
Responsible for the growth and coaching of 20 associates.
Administrator for Microsoft Dynamics workflows, automated line processes within the firm.
Worked with CEO to oversee, plan and implement the general management and operations of the firm.
Worked with CCO to implement processes, complete audits and update written supervisory procedures.
Responsible for accounting, accounts payable and receivable, and expense analysis.
Recruited, trained and facilitated onboarding for new hires to the firm.
- 2017-2019 **ASSOCIATE** – Goldman Sachs
- Compliance Testing Group**
Conducted risk-based periodic testing for Operations, Investment Banking and Investment Research
Created test scripts, QA tested and collaborated with development teams to implement changes.
- Client Onboarding**
Collaborated with development team to propose changes to our internal software.
Responsible for script creation, running tests, identifying bugs/issues and raising them to development.
- 2013-2016 **SENIOR INVESTMENT SPECIALIST** – Fidelity Investments

VOLUNTEER WORK

- 2023-Present **MARKETING DIRECTOR** – AIGA Portland
- 2021-2023 **EXECUTIVE BOARD MEMBER** – Delta Alpha Sigma Multicultural Sorority