

Diana Demaj

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Summary

I am a UX/UI Designer, graduating from a 2-year Interactive Technology program, with a portfolio showcasing web/mobile, poster and game design projects. Skilled in wireframing, prototyping, and usability testing with strong knowledge of Figma and Adobe XD. I have worked in customer service for 8+ years and have experience working well in different teams and environments creating customer satisfaction.

Experience

Barista/Trainer

Starbucks **White Plains, NY** **October 2024 - Present**
Hartsdale, NY **February 2019 – October 2024**

- Trained the new hires on barista basics and Starbucks standards.
- Restocked and organized inventory, maintaining a clean work environment by doing clean plays.
- Creating customized drinks and performing latte art. Performing this in a fast-paced environment.
- Connecting with customers and giving them the best experience and friendly customer service to make sure they are highly satisfied. Providing them with any details about our coffee and recommendations on our products.
- Created artwork such as chalkboard signages for the store with advertising our products or welcoming messages for our guests.

Barista

Dunkin **Yonkers, NY** **June 2018 – February 2019**

- Accounting for sales and balancing cash drawers at the beginning and end of each shift.
- Responsible for counting and dividing tips among workers.
- Delivered friendly customer service and assist them whenever needed, providing them with any information on our products or recommendations.

Skills

Strategy	Research	Design	Applications/Tech
• Design Thinking • Personas • Storyboards	• User interviews • Usability testing • Remote testing • Surveys • Competitive analysis • Analytics	• Sketches • Wireframes • Interactive prototypes • Mobile web design • Logo Design	• Adobe CC • Figma • Microsoft Office • HTML/CSS • JavaScript • C++ • Godot Engine • WordPress • Wix

Education

A.S.S in Interactive Technology

Westchester Community College **Valhalla, NY** **May 2026**

- Graduating in Spring 2026
- Concentration in **UX/UI Web Development and Design**