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# Leah Severe

## Contact Me

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## Education

### General Assembly

UX Design And Research  
Seattle  
2015

### CodeFellows

Front End Design  
Seattle  
2014

### University of Washington

B.F.A. Cinema Studies/  
DXArts  
Seattle  
2009

### Seattle Central CC

Associate of Arts Degree  
Seattle  
2007

## Technical Skills

Final Cut Pro  
HTML5  
CSS  
Photoshop and Illustrator  
Wire framing  
Git/GitHub  
Command Line  
Microsoft Office

### Currently studying:

JavaScript, jQuery and Swift

## Experience

### UX Researcher and Customer Experience (CX) Manager

*2013 – Present / OnMobileMedia & Madrona Ventures / Seattle*

Collaborate with developers to grow new users, but also further engage and maintain current users.

Liaison between the customer and the developers. Attend weekly meetings with developers to maintain a fun and engaging customer experience based on users feedback

Enhancing and re-designing the mobile application based on user testing and user research

Interact with customers to provide and process information in response to inquiries, feedback, concerns, and technical issues with mobile applications

Build social media posts and promotions across social media platforms. Excellent understanding of Internet and social media channels

Design mobile application banners and layouts when updates and promotions occur.

Quickly build engagement via promotions and giveaways

Answer all technical and customer support emails in a timely and professional manner

Write and design all Facebook advertisements

General bookkeeping. In charge of all financial transactions



## Professional and Personal Skills

Excellent Attendance and Punctuality

Effectively adjust to work within new work structures, processes, and requirements

Practice high customer service principles and standards

Sets high standards of performance for self

Effective listening skills and very detail oriented

Effectively collaborate with others but also disciplined to work independently

Multi-tasking capabilities

Thrives in a creative environment and eager to learn new skills

Extremely open to feedback and critiques.

Deal effectively with others in different situations

**For my portfolio, please visit [leahsevere.com](http://leahsevere.com)**

## Highlighted Past Experience

### **Bar Manager**

*2009 – 2013 / Moonshine / Austin, TX*

Trained new employees to meet very high customer service and owner standards

Controlled orders for liquor, beer, and consumables for a high volume bar and keeping inventory on all bar items and keeping ordering under budget

Authored a new Bar Manual. Developed and implemented new work methods and systems

Resolved employee issues. Wrote and presented all employee reviews and implemented any course of action that needed to be taken

Redesigned bar to enhance efficiency and maximized sales

Collaborated with Event Coordinator to fill any special requests and sponsorships for major events such as SXSW, ACL, Formula One, and high profile customers

Actively listened to customer concerns and promptly resolved issues

Promoted from Bar Back to Bar Manager in three months.

### **Floor Manager/Server**

*2006 – 2009 / Linda's Tavern / Seattle, WA*

Provided courteous, professional and personalized service in a high volume bar  
Supervised scheduling servers, opening/closing bar, deposits and change orders. General office duties

Delivered and properly served all food and beverages promptly and efficiently

Trained new employees

Resolved employee issues

Handled customer complaints and properly resolving issues

### **District Manager**

*2004 – 2006 / Zebraclub / Seattle, WA*

Created high customer service and selling standards in the stores

Promoted from Store Manager to District Manager in four months

Planned yearly budgets

Authored and updated company handbooks

Resolved employee issues. Wrote and presented all employee reviews

Implemented any course of action that needed to be taken

Opening and closing store

Trained new management and staff members