


# ASHLEY MONTALVO

SERVICE & UX DESIGNER

## CONTACT

 ashleymf5@gmail.com

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 www.ashleymontalvo.com

## SKILLS

### SOFTWARES

- Figma
- Sketch
- Adobe (Photoshop, After Effects, Premiere, Indesign, Illustrator, XD)
- Miro
- Slack
- Discord
- Microsoft Teams
- Microsoft Office (ppt, word, excel)
- Revit / Autocad

### METHODOLOGY

- Ethnographic research methods
- Brainstorming sessions
- Data synthesis
- Strategic planning
- User-centered research & design
- Rapid prototyping
- Usability testing
- Service mapping
- Co-creation
- Six Hats Thinking
- Wireframing (low-fi to high-fi)

### PROFESSIONAL SKILLS

- Time Management
- Leadership
- Quick Problem Solver
- Collaborator
- Hand Drafting
- 3D Modeling & Rendering
- Construction Drawings

### COMMUNICATION

- Motivator
- Conflict resolution mediator
- Scenario planning

### LINGUISTICS

- English
- Spanish

## MEMBERSHIPS

- SCAD SDN (2018-2021)
- ASID (2017-present)
- AIDA (2017-present)
- SDN (2018-present)

## WORK EXPERIENCE

### MARKETING INTERN

#### GULFSTREAM / Savannah, Ga (2022)

Interning within the Brand, Client and Channel Management branch at Gulfstream GAC Savannah, as a Marketing Intern.

- Involved in marketing research and brand preservation

### SALES ASSOCIATE HEAD MANAGER

#### OLYMPIA CAFE / Savannah, Ga (2018-2021)

Catered to co-workers and customers questions, interacting with them through the merchandise and environment.

- Lead on communication resolution between colleagues
- Involved in hiring, training, and guidance for recruits
- Worked in sales and customer service
- Responsible for inventory and stocking management

### PROJECT TEAM LEAD

#### SPROUTSIDE / Savannah, Ga (2021)

Led team, organized research and develop a plan for Covid-safety co-working spaces for users as part of a collaborative SCAD class project.

- Contributed decision making and workflow
- Lead on communication resolution between colleagues
- Assisted with wireframing the UI system and ideation for 3D Render models

### PARTNERSHIP RESEARCHER

#### NASA / Savannah, Ga (2021)

Collaborated in SCAD class project on researching and developing a visual language for collaboration across organizations between Nasa, Blue Origin, Dynetics and SpaceX.

- Assisted with Partnership relationship understanding
- Developed Visual graphics and Poster

### DESIGN RESEARCHER & UX DEVELOPER

#### GULFSTREAM X SCADPRO / Savannah, Ga (2019)

Collaborated in SCADpro class project on researching and developing a proposal on visual information for future pilot users.

- Contributed to Wireframing the UI system
- Developed the communication and interactions
- Strategized a continuous learning experience

### SERVICE STRATEGIST

#### MUSEUM OF DESIGN ATLANTA / Savannah, Ga (2019)

Worked on SCAD's group collaborative project, for (MODA) on a proposal for reshaping their current business strategy into a systemic innovation strategy.

- Developed a new service delivery program
- Designed a communication plan for implementation

## EDUCATION

### SAVANNAH COLLEGE OF ART & DESIGN

Savannah, GA (2018-present)

Master of Fine Art - Service Design

Expect to Graduate in Fall 2022

### SAVANNAH COLLEGE OF ART & DESIGN

Savannah, GA (2014-2017)

Bachelors of Fine Art - Interior Design

Graduated in 2017