

Justin Ricciarelli

Scituate, MA

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As a UX Designer with a background in retail and filmmaking, I am passionate about creating memorable digital experiences that will break the box office. Drawing from my previous customer-facing experience, I am well-versed in empathizing with user needs and communicating design decisions to stakeholders.

Work Experience

User Experience Design Immersive

General Assembly

January 2022 to April 2022

500 + hours of expert-led hands on learning of UX design fundamentals. Projects included:

- Artme: Led the low-fidelity prototype design on a mobile application for people to upload their artwork and select the type of feedback they want to receive.
- Buttonwood Books & Toys: Led the mid-fidelity prototype redesign of ecommerce website for an independent book store.
- WinTrust Bank: Worked with a team in mid-fidelity prototype design on a mobile application for an interactive and customizable banking education experience.

Sales and Customer Experience Manager

Macy's - Hanover, MA

November 2018 to September 2021

Responsibilities include reviewing business results for overseen departments, scheduling colleagues to ensure departments are properly staffed, coaching colleagues to improve their performance and behavior, hiring and training new colleagues, engaging with customers in store to resolve issues, reviewing and responding to customer feedback online, demonstrating and teaching new company policies and procedures.

Circulation Desk Worker

Endicott College Halle Library - Beverly, MA

October 2011 to May 2015

Circulation Desk

Responsibilities include greeting patrons, checking materials in and out to patrons, locating materials for patrons, registering new patrons, placing materials on reserve, teaching patrons how to use online databases, answering phones, collecting fines, shelving returned materials, preparing interlibrary loans for pickup, organizing bookshelves, and assisting reference librarians.

Intern

Beverly Community Access Media - Beverly, MA

September 2014 to December 2014

Responsibilities include assisting staff with television productions, filming events and meetings using portable equipment, checking out equipment to volunteers and students, editing footage into programs for broadcast, teaching students and volunteers how to use equipment and editing software, contributing ideas during production meetings, answering phones, replying to emails from volunteers and keeping the studio clean.

Broadcasting Technology Course Intern

Quincy High School - Quincy, MA

May 2013 to June 2013

Responsibilities include assisting teacher prepare documents for daily classroom activities, supervising and assisting students with preparing morning announcements broadcast, supervising and assisting students with projects, teaching students how to use equipment and editing software, checking equipment out to students, chaperoning students outside of the classroom while filming projects, printing out and making copies of worksheets for daily classroom use.

Intern

Quincy Public Access Television - Quincy, MA

June 2012 to July 2012

Responsibilities include assisting staff with television productions, checking out equipment to volunteers, teaching volunteers how to use equipment and editing software, answering phones, greeting guests and volunteers at the front desk, printing out documents and distributing to staff, and keeping the studio clean.

Education

User Experience Design Immersive

General Assembly

January 2022 to Present

Bachelor of Science in Communications

Endicott College - Beverly, MA

September 2011 to May 2015

Skills

- Microsoft Word
- Powerpoint
- Adobe Premiere Pro
- Customer service
- Retail sales
- Computer skills
- Figma
- Presentation skills
- User research