

# ANNE KAUNE

DETAIL-ORIENTED, COLLABORATIVE UX PROFESSIONAL WITH DIVERSE BACKGROUND

319-310-9411

[amkaune@gmail.com](mailto:amkaune@gmail.com)

[anniekaune.com](http://anniekaune.com)

[linkedin.com/in/annie-kaune/](https://www.linkedin.com/in/annie-kaune/)

## EDUCATION

### University of Iowa

BA in English

with an emphasis on  
creative writing

May 2008

### Prime Digital Academy

UX Design Certificate

April 2022

## SKILLS

Customer Service

Leadership

Organization

Presentation

Collaboration

Problem Solving

Communication

Technical Support

Creativity

Critical Thinking

## EXPERIENCE

### Rocket Central (Rocket Mortgage) — January 2023–March 2023

UX Design Intern — *Detroit, MI (Remote)*

- Engaged in cross-functional collaboration to define and execute complex projects while navigating ambiguity
- Conducted qualitative research and presented findings and recommendations to executives and senior leaders
- Evaluated stakeholder needs to create website and mobile app designs and other graphics that provided positive experiences for users

### Prime Digital Academy — December 2021–April 2022

UX Design Student — *Saint Paul, MN*

- Acquired UX research skills through a holistic, full-time, in-person program while working on products spanning the physical and digital realms
- Solved design problems for real clients, including Culture Booster, Living Room Tutors, and the City of Brooklyn Center
- Created interactive prototypes to test with users and presented findings and recommendations to colleagues and stakeholders

### New Horizon Academy — September 2019–October 2021

Lead Teacher — *Saint Paul, MN*

- Collaborated with school director, parents, and teachers while managing care for infants and children
- Designed developmentally appropriate lesson plans by observing and documenting behaviors and needs
- Remained flexible while utilizing creative problem-solving and multitasking in a constantly changing and sometimes stressful environment

### Shutterfly — September 2016–September 2019

Customer Care Representative — *Shakopee, MN (Remote)*

- Utilized knowledge and research to creatively resolve user problems through multiple channels, including chat, email, phone, and social media
- Practiced empathy, active listening, and empowerment to deescalate users who were routed to the advanced resolutions team
- Maintained detailed records of all customer and colleague correspondences and prioritized tasks to ensure resolution and accuracy

## TOOLS

Figma  
Sketch  
Axure  
Lucid  
Miro  
Microsoft Excel  
Microsoft Word

## METHODS

Competitive Analysis  
Contextual Inquiry  
Heuristic Evaluation  
User Interviews  
KANO Analysis  
Wireframes  
Journey Maps  
User Personas  
Usability Testing  
Interactive Prototypes

### **Green Iowa AmeriCorps — March 2016–September 2016**

Project Coordinator — *Cedar Rapids, IA*

- Worked cross-functionally with a diverse group of community members, nonprofits, and colleagues toward community revitalization efforts
- Collaborated with a team of volunteers to provide residential energy efficiency services to underserved populations
- Designed and implemented educational activities for children

### **U.S. Cellular — November 2014–March 2016**

Customer Service Representative — *Marion, IA*

- Resolved technical issues by utilizing product knowledge and resources
- Engaged in active listening to fully uncover user issues and offer guidance and recommendations of services
- Interpreted complex data and information and communicated it clearly and concisely using language that fit the needs of each customer

### **Hibu (Formerly Yellowbook) — April 2013–May 2014**

#### **Freelance — May 2014–November 2014**

Web Content Writer & Editor — *Cedar Rapids, IA*

- Wrote SEO content for multi-page business websites in collaboration with clients, sales representatives, content writers, and editors
- Managed multiple projects simultaneously in a fast-paced environment to meet publishing goals and deadlines
- Performed QA on websites to ensure functionality on mobile and desktop and edited content to meet style guidelines and advertisers' objectives

### **Hinduja Global Solutions (HGS) — April 2012–April 2013**

Andersen Windows Customer Service Representative — *Waterloo, IA*

- Communicated with customers while multitasking and successfully navigating multiple software systems in a fast-paced environment
- Worked both independently and within a team to ensure every customer was taken care of with a personal touch
- Gained product knowledge and interpreted complex data and information to provide to users in a way that made sense to them

### **CBE Group — January 2009–June 2010**

Customer Service / Collection Agent — *Waterloo, IA*

- Established account resolution in a fast-paced, deadline-oriented environment by utilizing persuasion and negotiation skills
- Consistently met or surpassed monthly goals while maintaining a commitment to ethical and transparent communication
- Established and kept up a working knowledge of state and federal laws pertaining to debt collection