

ANNIE KAUNE

CUSTOMER-OBSSESSED, DETAIL-ORIENTED PROFESSIONAL WITH DYNAMIC BACKGROUND

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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
Technical Support
Teaching
Communication
Problem Solving
Public Speaking
Writing
User Research
UX Design
Collaboration

EXPERIENCE

Rocket Central — January 2023–March 2023

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

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

New Horizon Academy — September 2019–October 2021

Lead Teacher — *Saint Paul, MN*

- Collaborated with administrators, parents, and teachers to manage the care and education of infants, toddlers, and preschoolers
- Designed developmentally appropriate lesson plans for diverse groups of children 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 correspondences and prioritized communications and tasks to ensure accuracy and resolution

Green Iowa AmeriCorps — March 2016–September 2016

Project Coordinator — *Cedar Rapids, IA*

- Designed and implemented environmental educational programming for school-aged children in various settings
- Worked cross-functionally with community members, nonprofits, and colleagues of diverse backgrounds toward community revitalization efforts
- Collaborated with a team of volunteers to provide residential energy efficiency services to underserved populations

TOOLS

MS Office
Google Drive
Figma
Sketch
Axure
Lucid
Trello
Miro
Squarespace

METHODS

User Interviews
Personas
Journey Maps
Wireframes
Mockups
Competitive Analysis
User Interviews
Discovery Research
User Stories
Site Maps

U.S. Cellular — November 2014–March 2016

Customer Service Representative — *Marion, IA*

- Resolved technical issues in a high-volume call center by utilizing product knowledge and resources
- Engaged in active listening to fully uncover users' issues and offer compassionate guidance and recommendations of services
- Interpreted complex information and communicated it clearly using language to fit the needs of each customer

Hibu — April 2013–November 2014

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

- Wrote content for multi-page business websites in collaboration with clients, sales representatives, other 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