

## **Nino Arbasetti**

UX/UI/Web Designer

nino@arbasetti.com

541.743.6767

arbasetti.com

linkedin.com/in/narbasetti

Creswell, Oregon, USA, 97426

### **Education**

University of Oregon

February 2021 – August 2021

UX/UI Design Certificate

The Art Institute of Pittsburgh

March 2014 – November 2018

BSc. Web Design & Interactive Media

College of Southern Nevada

March 1995 – August 2008

A.A. General Studies

### **Honors & Certification**

Active member, Kappa Pi Honor Society

3.87 Cumulative Undergraduate GPA

CompTIA Project+ Certified

CIW Professional Certified

### **Soft Skills**

Positive Attitude

Empathetic

Leadership and Integrity

Adaptability

Conflict Management

Communication

Performance-focused

Openness to Criticism

Problem-solving

Organizational

Interviews and Data Collection

### **Tools**

MMIS

Microsoft Office

Google Workspace

Adobe CC

Figma

Axure

GitHub

Bootstrap

WordPress

### **Professional Objective**

Friendly, humble, responsible front-end UX/UI designer with talents in HTML5, CCS3, WordPress, Bootstrap and the UXD process, unifying 25+ years of customer-centered work experience with a practical, user-first skillset.

### **Projects**

Department of Homeland Security Website Redesign

<https://arbasetti.com/case-studies/dhs>

The DHS website offers visitors comprehensive information regarding citizenship, travel, cybersecurity, drug addiction prevention and other important materials.

The Food Coma App

<https://arbasetti.com/case-studies/food-coma>

Potential local Portland, Oregon app connecting curious food connoisseurs to amazing food cart experiences.

Give a Sock Website Redesign

<https://arbasetti.com/case-studies/give-a-sock>

Local Eugene nonprofit redesign offering fellow town members basic living essentials and care packages.

### **Work Experience**

Team Lead, RideSource (Team Size: 14)

Eugene, Oregon from 2022 – Present

Notable Agencies: Oregon Health Authority, Lane Transit District

- Reconcile time clocks for absences and missed punches.
- Review and authorize weekly payroll.
- Direct manager meetings with agents.
- Field call escalations requiring supervisor support.
- Coach agents on their strengths and areas of opportunity.
- Facilitate disciplines and awards.
- Interview potential new hires for open positions.
- Process voluntary and involuntary terminations.
- Oversee phone statistics to help agents meet goals and KPIs.

Client Services Representative, RideSource (Team Size: 100+)

Eugene, Oregon from 2014 – 2022

Notable Agencies: Oregon Health Authority, Lane Transit District

- Average call center talk time goal of 3:30 met at 3:22 in 2021.
- Average call center hold time goal of 2:00 met at 1:47 in 2021.
- Average call center wrap time goal of 0:30 met at 0:34 in 2021.
- Call protocols and policy meticulously followed in 2021 by going over all required information with clients on 95% of calls.
- Evaluate benefit eligibility, and process denials and appeals.
- Institute and sustain accounts for ADA and NEMT members.
- Educate and advocate NEMT, SDSW, ADA or DD Work members.
- Follow all Oregon Revised Statutes and federal laws.