



Grace Jenkins

UX/UI Designer

Let's Talk!

✉ grace.ux1@gmail.com

🌐 <https://www.linkedin.com/in/graceajenkins/>

🌐 <https://gracejenkinsux.com>

Experienced working in fast-paced SaaS start-up environments. User-centric, I've worked across all elements of the customer journey as a Customer Success Manager for over 8 years. With this background, I am eager to take the next step in my career and apply my empathy-centric and developed research and strategic skills as a UX/UI Designer to design platform solutions that fit the needs for people.

Skills

Strong Empathetic and Interpersonal Skills, Effective In-Person & Virtual User and Stakeholder Trainings and Presentations, User A/B Testing and Validation, Relationship Building, Strategic Problem Solving, Customer Journey Mapping, Information Architecture, Low/Mid/Hi-Fidelity Wireframing, Prototyping, Interaction Design, Visual Design, Defining Product Specifications, Design Sprints, A/B Testing. Experienced with Kanban, Agile & Lean methodologies.

Tools

Figma, MIRO, Adobe Illustrator, Zoom, Trello, Intercom, Zendesk, JIRA, Slack, Invision, LogRocket, Basecamp, Google Suite, Microsoft Office Suite

Work Experience

Customer Success Manager, North America Lead

Assignar, July 2020-April 2022

Oversaw largest book of business for Customer Success in North America. Lead strategic discovery calls with executive stakeholders and conducted virtual and on-site trainings with end users. Developed and shared surveys to better understand client's needs. Assisted my team in developing and implementing the CSM playbook, reducing our clients go-live time by 50%. Maintained strong relationships cross functionally with my internal domestic product and engineering teams

Enterprise Customer Success Manager

Smartling, July 2019-April 2020

Trained Enterprise client champion users on Smartling's platform. Developed and helped implement internal onboarding playbook. Enterprise client onboarding reduced from 6-months to 3.5-months, faster time to value, resulting in the lowest number of churned customers end of 2019 year.

Customer Support Manager

Augury, Feb 2018-July 2019

Managed VIP client's relationship post sales maintaining 100% retention rate. Conducted and owned onsite travel for product deployments, training, and remediation for two hardware products. Upsold and scaled the largest business followed by providing training and technical support for over 400 end-users to maintain high engagement and escalate product needs to internal foreign and domestic teams.

Customer Success Manager

XOi Technologies, Nov 2015 - Nov 2017

Worked very closely with users to learn their workflows, day-in-the-life, to drive relationships, usage, and scale. Developed customer roadmap to deploy, train, and scale usage of Smart Glasses to HVAC Technicians. Technician training well over 2000 technicians on hardware and software platforms Retained 100% retention during tenure.

Education & Learning

UX/UI Design Certified

University of Denver
November 2021- May 2022

Art History- BA

Muhlenberg College
Aug 2009 - May 2013