ALYSSA CUARENTA

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ABOUT ME

Creative and motivated undergraduate at the University of North Texas pursuing a B.A. in User Experience Design, with a strong interest in creating intuitive, accessible, and people-centered experiences. Driven to understand how people interact with products and interfaces and to use design and problem-solving to make those experiences more efficient and meaningful. Brings strong communication, teamwork, adaptability, and customer-focused problem-solving skills, with a desire to apply these strengths to real-world UX projects and professional design environments

WORK EXPERIENCE

La Madeleine — Cashier **November 2023 - February 2024**

- Delivered accurate, efficient service for dine-in and to-go customers in a fast-paced environment.
- Improved order efficiency by accurately managing dine-in, pickup, and bagging processes.
- Maintained a clean and organized workspace to support smooth daily operations.
- Strengthened customer satisfaction through friendly, professional service and responsive support.

Pet Supplies Plus — Team Member **February 2024 – September 2025**

- Increased customer confidence in pet-product purchases by identifying needs and providing personalized recommendations.
- Supported efficient checkout operations by accurately processing cash and card transactions.
- Helped customers make informed purchasing decisions through product knowledge and tailored guidance.
- Maintained organized, customer-ready displays and a welcoming store environment.
- Strengthened teamwork and operational efficiency while supporting daily opening and closing procedures.

REI — Sales Expert, Soft Goods **March 2026 – Present**

- Increased customer confidence in product decisions by identifying individual preferences, needs, and use cases.
- Delivered personalized product recommendations by matching customer needs with appropriate features and solutions.
- Used active listening and targeted questions to understand customer needs and guide informed purchasing decisions.
- Applied product knowledge to simplify complex information and communicate recommendations clearly.
- Collaborated with team members to maintain an organized, welcoming, and efficient sales environment.
- Adapted communication and problem-solving approaches to support customers with varying needs and levels of product knowledge.

EDUCATION

Prosper High School **January 2021 - May 2025**

High School Diploma

- General Education
- Final GPA: 3.4

University of North Texas **Ongoing**

- Bachelor of Arts in User Experience Design
- Minor: Art History

SKILLS

- Digital Art/Video Editing
- Socializing/Communication
- Teamwork
- Adaptability & Quick Learning
- User-Centered Problem Solving
- Customer Needs Assessment
- Web-Design
- Prototyping
- Design Research