

Dominique Scott

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WORK EXPERIENCE

Customer Experience Team Coordinator

Jan 2023 - Present

Porsche Experience Center Los Angeles, Carson, CA

- Acted as a key point of contact between clients and the Porsche Experience Center, effectively managing incoming inquiries and optimizing the booking process within the online system.
- Ensured an exceptional customer experience by consistently welcoming guests and addressing their needs, fostering customer satisfaction and loyalty.
- Delivered in-depth insights to clients seeking to explore the Porsche brand and its vehicles, enhancing their overall experience.
- Led training and onboarding for new team members, equipping them with essential processes and procedures to enhance operational efficiency and customer engagement in daily activities.

Web Designer

Apr 2025 - Nov 2025

The Building Hope Project, Hawthorne, CA

- Spearheaded a comprehensive rebranding and UX redesign for The Building Hope Project, enhancing the organization's visual identity to align with its mission of empowering young Ugandan children through quality education.
- Created cohesive brand assets, including a redesigned logo, updated color scheme, and consistent typography, resulting in a unified brand presence that resonates with donors and stakeholders across digital platforms.
- Reengineered website architecture and navigation to optimize user experience, improving user flow and emphasizing key initiatives, such as "Donate Now" and "Get Involved."
- Conducted user research and stakeholder interviews to gather insights from donors, board members, and staff, validating information architecture and accessibility features, which led to clearer messaging and a streamlined content strategy.

UX Designer

Apr 2023 - May 2023

Homecook, Los Angeles, CA

- Conceptualized and developed a B2C mobile application that empowers users to create meals based on available home ingredients.
- Led the complete design process for the recipe-generating user flow within a tight 6-week timeline, utilizing Figma for brainstorming, wireframing, prototyping, and iterative user testing.
- Conducted user research with a focus group of 16 participants, gathering insights to enhance and refine initial design concepts based on user feedback.
- Managed project tasks and milestones in Asana, ensuring timely delivery and upholding quality standards throughout the development cycle.

UX Designer

LA Metro, Los Angeles, CA

Mar 2023 - Apr 2023

- Initiated a concept project for the LA Metro Transit app, introducing a digital tap card to simplify the ticketing process and boost passenger confidence.
- Designed a complete user flow for the transit app within 4 weeks, leveraging Figma to conduct user research, create wireframes and prototypes, and iterate through user testing.

Customer Experience Team Lead

Verishop, Santa Monica, CA

Apr 2019 - May 2022

- Led cross-functional stakeholder meetings to align team goals and drive collaborative problem-solving for B2B customer experience solutions.
- Designed and facilitated onboarding processes for creators and stylists, using targeted outreach strategies to recruit talent and enhance program engagement—contributing to a 200% increase in monthly sales.
- Monitored and analyzed key performance indicators (KPIs) for the stylist program, using data insights to optimize workflows and improve overall program effectiveness.

SKILLS

Technical: Figma, Adobe Creative Suite, Framer, Canva, HTML/CSS (working knowledge), JavaScript (working knowledge)

Design: Information Architecture, User Research, Wireframing, Usability Testing, Prototyping, Presentation, Design System, Responsive Web, Interactive Design

Collaboration: Asana, Slack, Notion, Monday, FigJam, Miro, Trello

EDUCATION

Bethel School of Technology

UX/UI Bootcamp Program

[Ranked top UX/UI bootcamp by Fortune](#)

GPA: 3.9