

Cas Castrejon

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Education

CareerFoundry - *Certificate of UX Design*

Oct. 2018 - Sept. 2019

Western Washington University - Bellingham, WA - *B.S. Env. Science*

Sept. 2011 - Dec. 2013

Work Experience

Remote Technology, Inc. - User Happiness Manager

Oct. 2021 - July 2022

- Support customers, employees, and contractors from 500+ accounts via Zendesk and Slack messaging.
- Collaborate with Customer Success, People, Product, Legal, Engineering, Sales, and Operations team to resolve users' queries quickly.
- Contribute to Diversity, Equity, & Inclusion initiatives implemented in our company's platform and internal processes.
- Identify trends in customer feedback, report bugs, and document findings to support internal knowledge base and asynchronous team members.
- Lead weekly training sessions for new team members.

Brandcast - Visual Designer and Customer Success

Nov. 2019 - Nov. 2020

- Support customers from 60+ accounts by addressing their questions via live Intercom chat and Zoom video calls.
- Design responsive website content for both internal and customer use.
- Lead product training and company Diversity, Equity & Inclusion activities.
- Collaborate cross-functionally with Creative, Marketing, Engineering and Product teams to provide insight from customer product requests.

Huckleberry Bicycles - Sales Associate

Feb. 2018 - Apr. 2019

- Respond to phone, email, and in-person customer inquiries regarding product recommendations, returns, and purchases.
- Maintain online products and ordering via Shopify.
- Perform basic bike maintenance for walk-in customers.

NRC Env. Services - Hazardous Waste Field Chemist

Nov. 2016 - Jan. 2018

- Support customers via phone and email conversations.
- Collect and transport hazardous material; track corresponding paperwork.
- Ensure company compliance by converting paper manifests into digital filing systems.
- Respond to emergency chemical spills by leading field technicians through safe and proper clean up processes.

Volunteer Experience

American Trans Resource Hub - Web Designer

Jan. 2022 - present

- Collaborate with the ATRH founder to revamp digital branding and website layout.

Alameda High School Club Rugby - Coach and Administrator

Nov. 2016 - Dec. 2019

- Develop and enforce safe playing techniques, track players' documentation, coordinate transportation to games, create and maintain the team's digital media.

Skills and Certification

- Proficient in: Figma, Sketch, Invision, Zendesk, Asana, Slack, Microsoft Word, Zoom, Google Suite, Figma, Intercom, Salesforce.
- CareerFoundry UX Design Certificate.
- Experience in responsive design, prototyping, user research and testing, user personas, wireframing, HTML and CSS, customer support, documentation, social media, environmental science, public education, diversity, equity, & inclusion leadership, training, administration.