

# Luis DaSilva

## Visual Art & Design

www.luisdasilva.net

luisdasilva.contact@gmail.com

www.github.com/luisdasilva-contact

## Skills

- UX / UI Design
- Graphic Design
- Wireframing / Storyboarding
- Illustration
- Animation
- Light scripting (Python, Javascript, C#)

[Portfolio](#) contains examples of the above.

## Education

### Google UX Design Certificate

Coursera, Mar. 2021 - Nov. 2021

Specific skills learned from course include:

- Empathizing with users
- User research, interviews, & studies
- Designing paper & digital mockups
- Addressing accessibility concerns
- Prototyping in Figma & Adobe XD
- Integrating feedback

### Northern Vermont University - Lyndon

#### B.F.A. in Animation/Illustration,

#### Concentration in Game Design

2014-2018, GPA: 3.96

- **Portner Fine & Performing Arts**

#### Endowment

2017

Received a \$1000 Endowment for consistent achievement and excellence in the Fine and Performing Arts.

## Employment

### Treehouse

- **Customer Experience Specialist**

July 2021 - October 2021 (short-term contract)

Served as a point of contact for Pandemic Aid, a short-term program in which eligible foster care alumni received funding to cover living expenses. Maintained data in Microsoft Dynamics and Excel.

### Amazon Web Services

- **Business Analyst I**

August 2020 - October 2020 (short-term contract)

In Salesforce, audited data from contracts for AWS customers. Process included reviewing Salesforce cases to verify that Amazon's records accurately reflected the terms of the customer's contracts.

### Convoy

- **CTA Team Lead/Data Entry Specialist**

August 2018 - August 2020 (long-term contract)

Oversaw team averaging \$3.6 million/month in revenue, reviewing shipments Convoy earned as a broker, focusing primarily on profitability margins. Ensured CTA worked effectively in tandem with other teams. Developed, maintained, and wrote documentation for tools for operations at Convoy. Prototyped in Python and built with Google Apps Script/Javascript. Tool features included measuring employee time spent in meetings via Google API, and automating repetitive tasks in Google Sheets.