



JACQUELINE CHMURA

jacqueline.chmura@gmail.com

jacquelinechmura.com

Highly organized and solution-focused designer who excels at team-building and collaboration. Interested in finding innovative solutions that help people make a larger impact with less effort.

AREAS OF EXPERTISE

Problem Solving | Management and Training | Customer Service | User Research
Wireframing and Prototyping | Heuristics | Human-Centered Design

COMPUTER SKILLS

Mac and PC systems | Adobe Creative Suite | Figma | Miro | Microsoft Office | Notion
Canva | Slack | FileMaker Pro | G Suite | AirTable | Shopify | Wordpress

RELEVANT EXPERIENCE

Design

- Work as a freelancer, creating custom digital designs for clients using Adobe Illustrator, InDesign, and Photoshop; discuss vision with clients and incorporate feedback into final design
- Create working prototypes in Figma and collaborate with team members in FigJam and Miro
- Volunteer with Out in Tech's Digital Corps: a hack-a-thon event dedicated to building Wordpress websites for LGBTQ+ organizations around the world
- Customize document templates for non-profits, helping them reduce costs by making it simpler to complete projects in-house

Customer Experience

- As a member of Visitor Experience teams, assisted museum patrons, encouraging their curiosity, anticipating their needs, and providing guidance; communicated effectively with colleagues in various departments to ensure an exemplary visitor experience
- Served as the initial point of contact for customers at an independent insurance agency, providing information and directing calls appropriately; liaised with businesses to meet customers' needs
- Provided excellent experiences for restaurant customers by welcoming them and creating a warm atmosphere, and resolved issues to ensure customer satisfaction
- Coordinated private events, keeping in constant communication with clients and updating staff with relevant information

Management and Training

- Put systems in place to thoroughly and properly train all restaurant employees on day-to-day operations, customer service, product information, and hygiene practices
- Created new policies to help flow and efficiency
- Held regular meetings with my team to discuss and resolve issues
- Maintained employee schedules
- Developed plans to increase revenue and widen our customer base

WORK EXPERIENCE

Visual Artist and Graphic Designer Freelance

April 2014-Present

Visitor and Member Experience Assistant Whitney Museum of American Art

May 2021-June 2022

General Manager Butter & Scotch

January 2020-July 2020

Server/Bartender Butter & Scotch

October 2018-January 2020

Citywide Monuments Conservation Project Intern New York City Parks Department

June 2019-August 2019

Front of House Manager Salumi Tapas and Wine Bar

December 2017-May 2019

Server/Bartender Salumi Tapas and Wine Bar

November 2016-December 2017

Trivia Host Trivia NYC

February 2015-November 2017

Conservation Apprentice Lawrence Castagna Fine Art Conservation

February 2016-November 2016

Administrative Assistant Malpigli & Associates Insurance Agency

August 2010-July 2016

EDUCATION

Design Works at Kingsborough Community College, 2022 UX Design Certificate

Stony Brook University, 2010-2012, 2015 Non-Matriculating Graduate Student

New York University, 2005-2009 Bachelor of Arts in Art History, Minor in French Language