

# Dyan Enriquez

Los Angeles, California  
[dyanenriquez5@gmail.com](mailto:dyanenriquez5@gmail.com)

Passionate about technology, design, and music, with a growing skill set in web and visual design. Looking to bring my problem-solving mindset and creative approach to a company at the intersection of these fields. Experienced in customer support and operations at high-growth startups, where I tackled challenges with creativity and empathy.

## WORK EXPERIENCE

### Freelance Web Designer

SEPTEMBER 2023 - PRESENT

- Design and build custom websites tailored to client needs
- Create logos, branding assets, and visual content to enhance client presence

### DICE, Remote — *Senior Customer Support Agent*

DECEMBER 2020 - MAY 2023

- Provided exemplary support to customers via email (Zendesk), SMS (Textmagic) and social media (Twitter and Instagram), maintaining a weekly CSAT score of 85-90%
- Mentored and supported 7+ team members, ensuring they felt confident and capable in their roles while navigating a fast-paced environment
- Managed bulk email campaigns via Mailchimp, keeping customers informed of crucial event updates
- Led high-profile customer projects, collaborating closely with client success and account management teams to deliver creative solutions to partners
- Assisted in developing and optimizing knowledge base articles

### Uber, Los Angeles, CA — *Onboarding Expert*

AUGUST 2015 - SEPTEMBER 2017

- Onboarded 50+ driver-clients daily, ensuring they met Uber's standards and felt supported from the start
- Led in-person and virtual training sessions, equipping driver-clients with the tools and knowledge to thrive on the Uber platform

## EDUCATION

**Santa Monica College** - AS in Web Development, Certificate in Graphic Design - **In prog**  
**University of California, Santa Barbara** - Bachelor's in Philosophy - **Graduated 2019**

## SKILLS

Figma | Adobe Illustrator, Photoshop, InDesign | Canva | HTML/CSS | Javascript | Zendesk | Zoom | Slack | Mailchimp | Textmagic | HTML/CSS | Javascript | Google Workspace | Wordpress | Social Media Support

Active Listening | Interpersonal | Highly Adaptable | Tech Savvy | Multichannel Communication | Data Entry