

# Josh Kramer

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## Skills

Customer Service

Paradigm

Project Management

User Research

UX Design

UI Design

Interaction Design

Photoshop

Sketch

MS Word

Excel

MS Teams

Outlook

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## Experience

May 2021- Current

### Scale Operator RPT

In my role as a Scale Operator, my primary focus revolves around ensuring the efficient management of waste disposal while maintaining a strong emphasis on financial accountability. At the forefront, I am committed to delivering impeccable customer service by elucidating the acceptable waste criteria, directing patrons to the appropriate disposal areas, and guiding them towards alternative facilities for specialized waste.

Integral to my responsibilities is the meticulous handling of financial transactions, including daily drops and coordinating with armored car services for secure pick-ups and drop-offs. My dedication extends to ensuring precise reconciliation of all monetary transactions, meticulously documenting each transaction to uphold accuracy and accountability within the accounts receivable framework. In essence, I play a crucial role in aligning waste management operations with stringent financial protocols, safeguarding the financial integrity of the entire process.

### Smile Partners Project Manager

July 2017 - Sept 2017

As a project manager at Smile Partners, a local nonprofit offering mobile dental care to low-income children and seniors in the Puget Sound area, my role encompasses various crucial responsibilities. I oversee project timelines, site mapping, surveys, usability testing, user interviews, prototype testing, user research, personas, competitive/comparative analysis, as well as scenarios and storyboards.

Maintaining open communication with the client is integral to the project's success, emphasizing client satisfaction as a key component of our overall objectives. My commitment lies in ensuring the seamless coordination of diverse project elements, contributing to the effective delivery of essential dental care services to the community we serve.

### Shorty's Bar Manager

Jan 2004 - 2019

As a manager at Shorty's, my role revolves around overseeing both patrons and employees, ensuring a harmonious environment. My focus is on training staff and fostering positive interactions among customers. I bring empathy and intuition to the workplace, ensuring everyone is content and getting along.

In addition to the people aspect, I handle various financial responsibilities, including managing cash, overseeing daily drops, and maintaining pinball accounts. I also take charge of the overall business books and organize pinball events. On top of all that, I have a knack for repairing arcade and pinball machines, contributing to the smooth operation of our gaming facilities.

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## Education

General Assembly  
UXDI Certificate  
Graduated 2017

Seattle Central  
General Studies  
2004-2005