

Matylda Kaczmarska

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A communications expert with 5 years experience in customer service, and 3 years experience in an office role bringing a user centered and team work approach to my next role. Skills include research, user testing, interviews, design thinking, leadership, customer experience, social media, strategy, communication, and public speaking.

FUNCTIONAL EXPERTISE

- User Research
- Strategy
- Design Thinking
- Interviews
- Organization
- Written & Verbal Communication

EDUCATION

M.Sc in User Experience Design *Kingston University 2019*

B.A. in Communication Studies *San Francisco State University 2013*

A.A. in Communication Studies *Foothill College 2011*

PROFESSIONAL EXPERTISE DEMONSTRATED

MODSY

June 2017-Current

Visualize products you love in your home.

Interior Stylist

- **Written & Verbal Communication** -understand clients' needs and the needs of the people using the space to design concepts
- **Planning** - Create and render detailed visualizations while considering budget and costs per space within strict deadlines.
- **Organization** - Keep up to date with new collections and style genomes.

MODSY

Sept 2016-June 2017

Visualize products you love in your home.

Office Manager

First point of contact for all visitors, office maintenance, onboarding new employees, HR, vendor management.

- **Event Planning:** Helped set up company launch party for 100+ people, our Christmas party, and many

other team activities small and large.

- **Vendor Management:** Setup and managed all office vendors. Event catering, office maintenance, supplies, scheduling office repairs, cleaning company set up, snack stocking, landlord.
- **New Hire/SOPs :** Set up new systems for office HR management, new hire on boarding process. Organizing our hiring pipeline and prescreening candidates and setting up interviews.

APPTIMIZE

Dec 2015-Sept 2016

SaaS for mobile app optimization.

Office Manager

First point of contact for all visitors, office maintenance, onboarding new employees, HR, vendor management.

- **Organization:** Helped reorganize efficiency and flow of office environment for optimal usage for work, fun, and business. Brought in new furniture, moved around office design, created supply station, organized kitchen, mailing area, swag stock, and created gaming recreational area.
- **Management:** Managed AT&T, Medical, Zenefits, Doordash, Zesty, Supplyworks, and janitorial accounts to name a view. Keeping the office stocked, organized, team fed, and accounts paid and up to date.
- **Coordination:** Maintained catering of lunches, and dinners. Organized company trip to Tahoe. Organized our teams accommodations and travel for the World Mobile Conference to Barcelona.

KRYPTNOSTIC

June 2015-Nov2015

Client-side encryption of data with Kodex, a secure collaboration app.

Office Manager

Lever master, First filter for engaging new applicants, Pipeline organization, office maintenance, invoicing.

- **Written & Verbal Communication:** EA duties to CEO in correspondence and scheduling. Replying to applicants and scheduling interviews.
- **Organization:** Tackling 2 months of applicant backlog into Airtable and implementing Lever and organizing the pipeline structure and flow.
- **Interviews:** In charge of reviewing applicants, coordinating coding challenges, and setting up interviews.

STYLEND

May 2014-June 2015

A Y Combinator sharing economy company, featuring a team of seven, recently closed seed funding.

Customer Experience Manager

Main point of contact for all customer inquires, appointments, events, an office maintenance.

- **Customer Service** – Answered all company calls and emails. Performed one on one fitting appointments, managed returns, inquires, and concerns.
- **Written & Verbal Communication** - Curated copy for all company automated emails, and in app messages, on-boarded new lenders, facilitated event booths for Fashion/Tech events. Communicated damaged or

missing items to owners to assist with finding replacement items.

- **Event Planning** - Coordinated monthly meet ups for 40+ person, hosted larger events i.e. The Tech Crawl for 180 persons. Participated in Bespoke's grand opening night with Indigogo, Product Hunt, Shoes of Prey. Co-hosted in Move Loot's Hayes Valley Popup.

PRESCOTT COMPANIES

March 2014- August 2014

A rental property management company providing HOA services, building management, etc.

Front Desk Associate

Main point of contact for all tenants, vendors, and potential buyers, to address inquires and/or concerns.

- **Vendor Management** Worked with building vendors i.e. AT&T, Cahill Construction, Mainline Security, Plumbers, Architects in maintenance, and private work for reach out and follow up with tenants for repairs.
- **Organization:** First hired team for new building tasked with creating SOPs for reception, new hires, and daily tasks. Cataloged over 100 new tenants and arranged for welcome packages to be sent out. Scheduled new move ins, and processed movers insurance paperwork.

VOLUNTEERISM

UX Live Conference Volunteer

UXML Conference Volunteer

German Shepherd Rescue – Event Coordinator/ Dog Handler: Facilitated adoption fairs, coordinated travel arrangements for over 100 dogs, promoted fundraising events, and assisted event booths for GSRNC. (2012-2014)

OTHER RELEVANT INFORMATION

Additional Languages: English (Native) , Polish (Expert)

Computer skills:

Axure, Sketch3, Adobe Photoshop,
BambooHR, Lever, Gusto, Zendesk, Slack, Stripe Payments, Xero
Microsoft Word, Power Point, Excel, iWorks, Google Docs, SaaS.