

R . SHALALA

Work

About

Contact

Résumé

RÉSUMÉ

Rachel *Shalala*

Multidisciplinary Designer

Charlotte, NC

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EXPERIENCE

Present

Remote

Independent Practice

Designer

UX/UI Design

Product Design and development

Surface pattern design

2022 - 2026

Charleston, SC

Print Your Cause

Customer Success Account Manager

Designed clearer user journeys by identifying customer pain points and improving onboarding experiences

Translated complex workflows into simple solutions through product education, live demonstrations, and over 80 knowledge base resources.

Adapted quickly to complex systems by mastering multiple operational paths and staying current with evolving processes, tools, and procedures.

Improved the learning experience by translating complex processes into clear guidance, supporting team members through hands-on training and problem-solving.

2018 - 2021
Fort Mill, SC

Carolina Stars Gymnastics

Operations Manager

Designed learning experiences by creating curriculum and programs that supported skill development for students of varying ages and abilities.

Developed strong user empathy through daily interactions with students, families, and team members to understand needs and create better experiences.

CAPABILITIES

UX/UI Design

Product Design

Pattern Design

CAD

Design for
Manufacturing

Print Production

Figma

Adobe Illustrator

Claude Code

Supabase

GitHub

HTML & CSS

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