

Jessica Kurak

UX Designer | Clear Communication, User Empathy & Problem-Solving Across Diverse Environments

Bringing 15+ years of experience simplifying complex processes and designing user-centered experiences across education and retail settings.

EXPERIENCE

Head Cashier – Lowe’s (Chandler, AZ) 2023-present

Lead operations and user-facing communication in a fast-paced retail environment.

- Manage teams of 5+ and provide clear, actionable guidance to keep workflows smooth.
- Translate complex policies and processes into simple, user-friendly instructions.
- Identify customer and employee pain points and adjust communication to reduce friction.
- Collaborate across departments to resolve issues and ensure consistent messaging.
- Break down multi-step or ambiguous problems into clear next steps for customers and associates.

English Education Roles — Arizona State University (Tempe, AZ) and Yasar University (Izmir, Turkey) 2008-2021

Focused on clear communication, instructional design, and simplifying complex information.

- Created accessible, user-centered learning and assessment materials for students with diverse language needs.
- Translated complex concepts into clear, structured lessons that improved comprehension.
- Adapted communication style for different audiences, ages, and proficiency levels.
- Collaborated with and coordinated teachers and administrators to streamline curriculum and improve clarity.
- Gathered feedback from learners and teachers to iterate on materials and assessments and enhance overall usability.

EDUCATION

Arizona State University, Tempe, AZ

- M.TESOL | 2006–2008
Applied Project: English in the Real World – Communicative Language Teaching & Authenticity
- B.A. English – Linguistics | 2002–2006, Magna Cum Laude, Minor: Anthropology

SKILLS

UX Design & Prototyping:
Figma, Wireframing,
Interactive Prototypes

User Research & Testing:
Conducting usability studies,
gathering and analyzing user
feedback

Learning & Collaboration
Platforms: Canvas,
Blackboard

Productivity Tools:
Microsoft Office Suite
(Word, Excel, PowerPoint,
Outlook)

CERTIFICATES

Google UX Design
Certificate, Coursera
| November 2025

Master Class for Teaching,
Arizona State University
| November 2019