

KEILA SANCHEZ

General Professional

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PROFESSIONAL SUMMARY

Experienced user experience designer with 4 years in IT and digital marketing automation, skilled in enhancing annotation accuracy and optimizing workflows. Brings expertise in Python scripting, troubleshooting, and process documentation to improve database navigation and site usability. Collaborative problem-solver dedicated to advancing research-driven user interface solutions.

EMPLOYMENT HISTORY

CUSTOMER SERVICE SALES SERVICE DESK ASSOCIATE

The Home Depot | Torrance, CA

March 2026 – Present

- Provide fast, friendly service by actively seeking out customers to assess needs and provide project-based solutions.
- Manage service desk operations, including processing customer returns, managing special orders, and resolving technical intake issues.
- Utilize store systems and tools to provide accurate product information, ensuring a seamless "customer-ready" shopping environment.

FC ASSOCIATE II

Amazon Inc. | Amazon Fulfillment Center | Los Angeles Area

February 2026 – Present

- Execute efficient inventory management, including receiving, stowing, and picking merchandise for customer orders.
- Operate warehouse technology and handheld scanners to ensure high levels of order accuracy and inventory tracking.
- Adhere to strict safety protocols and quality audits to maintain high-volume production standards and reliable shipment timing.

AI ANALYST ANNOTATOR

Handshake AI Department | Remote

September 2025 – Present

- Improved annotation accuracy by applying consistent labeling standards and review checks.
- Performed quality audits, identified errors, and implemented corrective guidelines.
- Designed frameworks to address nuanced intent, enhancing dataset relevance and model reliability.

- Coordinated with engineers to refine prompt specifications and align labeling rules.

IT INTERN APPRENTICE

LA County ISD, Delete the Divide | Los Angeles, CA

August 2023 – December 2024

- Managed digital marketing automation programs and IT implementations, optimizing workflows.
- Provided technical support and troubleshooting for system issues across the organization.
- Supported network setup, security configurations, and contributed to IT policy documentation.

FELLOW

The Innovation Knowledge House (National Fellowship) | Remote

September 2023 – May 2024

- Architected solutions for project development using Marketo and Eloqua to advance digital engagement.
- Optimized UX registration flows, resolving friction points and improving data collection accuracy.

LABORATORY TECHNICIAN

Phenomenex | Torrance, CA

November 2020 – October 2022

- Verified production lists and managed assembly, supporting high-volume output with strict attention to detail.
- Performed biochemical separation and analysis, improving overall process accuracy.

EDUCATION & CERTIFICATIONS

- **BS in Computer Science/Information Systems**, University of the People
- **BS in Health Care Management**, Ashworth College
- **Bachelors of Art in Graphic Design**, Santa Monica College
- **Certification in Cybersecurity**, Google Programs (March 2025)
- **Certification in IT Support**, Google (December 2023)

SKILLS

User Research, Usability Testing, Wireframing, Prototyping, Interaction Design, Persona Development, Journey Mapping, Information Architecture, A/B Testing, Heuristic Evaluation, UX Design, Tableau, Python, JavaScript, CSS, HTML.
