

Carlos Diaz

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WORK EXPERIENCE

Tutor

Jan 2024 – Present

Tutoring Club, Corona, CA

- Deliver personalized instruction using adaptive, student-centered teaching strategies
- Utilize communication, empathy, and problem-solving skills to meet the individual needs of students and deliver meaningful outcomes

Customer Experience Specialist

June 2021 – May 2023

Best Buy, Eastvale, CA

- Managed complex customer journeys involving product selection, services, and installation
- Collaborated cross-functionally to ensure seamless end-to-end customer experiences
- Resolved customer issues efficiently, improving satisfaction and retention

EDUCATION

B.A. Psychology, Magna Cum Laude

June 2023

University of California, Riverside

M.S. User Experience, With Distinction

May 2026

Arizona State University

RESEARCH EXPERIENCE

Research Assistant

Life Events Lab, University of California, Riverside

Jan 2023 – Oct 2023

- Conducted in-person user studies, collecting qualitative and quantitative behavioral data
- Adapted research methods in real-time based on participant behavior and session dynamics
- Analyzed data using spreadsheets to identify patterns and key insights
- Synthesized findings into clear summaries to support research objectives

SKILLS AND CERTIFICATES

UX & Design: Figma, Adobe Illustrator, Blender, HTML5, CSS3

Research: User Research, Usability Testing, Qualitative & Quantitative Analysis

Core: Communication, Problem Solving, Creativity, Organization

Certificates: CS50x Certificate, IBM Enterprise Design Thinking