
VICTORIA HEAD

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Professional Summary

Tech-forward operations and client experience professional with 9+ years of leadership, workflow management, and administrative support experience. Recently certified in UX/UI Design with AI Integrations, bringing strong user-centered thinking, digital tool proficiency, and process optimization skills. Adept at cross-functional collaboration, problem-solving, and improving customer and user experiences. Seeking a role in a technology-driven environment where organization, creativity, and user-focused design are valued.

Core Competencies

- UX/UI Design Principles
 - User Research & Journey Mapping
 - Workflow & Operations Management
 - Customer Experience Optimization
 - Administrative & Technical Support
 - Team Leadership & Training
 - Inventory & Vendor Coordination
 - Google Workspace
 - POS & Digital Systems
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Technical Skills

- Figma
- Wireframing & Prototyping
- User Flows & Information Architecture
- AI-Enhanced Design Tools
- Responsive Layouts & Accessibility
- Basic HTML/CSS Understanding

Professional Experience

Tang's Pacific Bistro – Fort Worth, TX

Operations & Service Manager

2016 – Present

- Led daily operations in a high-volume environment, ensuring efficient workflows and consistent service quality.
- Managed scheduling, onboarding, and performance for front-of-house staff, improving team productivity and communication.
- Oversaw inventory management, vendor coordination, and cost control to support operational efficiency.
- Implemented process improvements that enhanced customer satisfaction and reduced service bottlenecks.
- Ensured compliance with organizational, safety, and quality standards.

R.G. Tree Services – Fort Worth, TX

Administrative Assistant (Part-Time)

2020 – Present

- Created and updated service quotes and invoices with high accuracy, supporting clear communication with clients.
- Adjusted pricing and documentation based on project scope changes.
- Provided technical support for mobile devices and apps, improving internal workflow efficiency.
- Assisted with administrative tasks including scheduling, data entry, and customer communication.

Education

University of Texas at Arlington & WorkForce Institute – Fort Worth, TX

Certificate in UX/UI Design with AI Integrations

Completed May 2026 (6-month program)

Tarrant County College – Fort Worth, TX

Associate Degree

2017 – 2019
