



Ross Klimoski

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Education

Michigan State University

Bachelor of Arts in **Experience Architecture**

Graduated December 2019

Experience Architecture involves the study of design principles and human factors for developing products and designing experiences. This crossover of art and science is what drew me to the degree as I've always had a natural tendency towards making experiences more enjoyable and efficient, particularly when it applies to physical or hands-on environments.

Experience

Business Operations & Customer Support Lead

4/2024 - Current

Sterling Arsenal - Sterling, VA

Custom machine shop, gunsmithing service, and production manufacturer with a high volume of projects from both civilian and enterprise customers

- Serve as primary focal point for customer interaction by managing and directing staff to meet customer desires and business needs
- Conceive and implement operating procedures to ensure FFL compliance, quality control, and task efficiency
- Utilize in-depth product knowledge to guide customers on purchase decisions, capability limitations, and potential modification options
- Assist customers through phone and email communications, run background checks, audit paperwork, and manage inventory
- Log in customer projects, write detailed custom shop tickets, evaluate scope of projects for pricing and feasibility of design principles and drawings

Customer Service, Inventory Specialist, Sales Associate, Armorer 2/2022 - 4/2024

NOVA Armory - Arlington, VA

Retailer of firearms and accessories offering products, armorer services, education, and training for individuals in the northern Virginia and Washington D.C. area

- Manned the back office communications with customers and coordination with distributors to maintain inventory stock and meet demand
- Assisted customers with purchase decisions, ran background checks, and audited paperwork
- Provided gunsmithing/armorer's services for the shop, performed during my free time outside of my aforementioned full-time duties

QA Software Tester**2/2021 - 2/2022****Clango - Arlington, VA**

Cybersecurity advisory service and software development company specializing in web-based enterprise applications to meet clients' specific productivity goals

- Performed Quality Assurance tests on various software products throughout their development
- Responsible for the detection and reporting of software bugs, recommended potential usability enhancements
- Collaborated with management and peers on various product design elements to ensure that clients' needs were being met

Audio/Visual Technician, Conference Setup**8/2017 - 9/2019****Kellogg Hotel & Conference Center - East Lansing, MI**

- Set up conference rooms with proper A/V equipment, assisted guests, performed troubleshooting, and provided technical support

UX Research Lead**6/2018 - 8/2018****Ben Lauren's Sound Writing Project - East Lansing, MI**

- Researched audiobook platforms and users to provide a design direction for the interface on a prototype audiobook platform proof of concept

Maintenance Officer (Raft Hill)**9/2016 - 5/2018****Student Housing Cooperative Facilities Committee - East Lansing, MI**

- Performed house maintenance and submitted formal maintenance request service tickets for larger/more complicated repairs
- Participated in committee meetings, voted on grant proposals, and oversaw installation of new appliances

General Assistant Intern**9/2013 - 2/2014****Annapolis Hybrid Marine - Annapolis, MD**

- Assisted with various technical tasks around the office
- Participated in boat shows and other trade events to promote and inform people about the company

Busser/Food Runner, Salad Chef, Expediter**9/2011 - 8/2016****Coconut Joe's Bar & Grill - Edgewater, MD**

- Bussed tables, ran food, made customers' salad orders, oversaw final order preparations

Skills

Personal

- Interdepartmental coordination & teamwork
- Official business communications
- Proficient customer recognition & relationship building
- Conflict resolution & handling of sensitive issues
- Training & leading teams
- Multi-line phone management
- Intermediate written & verbal Spanish comprehension
- Human Factors principles
- User research & data gathering

Hard

- Product expertise & design
- Records filing & organizational documenting
- Proofreading & auditing
- GD&T Geometric Dimensioning & Tolerancing
- Quality control/performance assessment
- Mechanical intuition & repair skills
- Conceptual physics & engineering principles
- Comparative task analysis
- Risk management
- Iterative testing & design cycle
- Computer hardware

Soft

- Microsoft Office & Google Drive
- Adobe Suite (Photoshop, Illustrator, etc.)
- Database maintenance
- Technical writing
- ISTQB Certified Software Tester
- Creation of design artifacts
- CAD (NX, Figma)
- STEM mindset

Portfolio Highlights

- Sound Writing Project
- Content Strategy & Style Guide
- Usability Analysis
- UX Research Project