

Sophie Dukes

Industrial Designer

(434) 996-5499

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sophiedukes.com

Skills

Digital Solidworks, Keyshot, Autodesk Fusion 360, Rhino, Onshape, AutoCAD, Figma, Lightburn, Adobe cc (*Ps, Ai, Id, Pr*), Procreate, Sketchbook, Microsoft Office

Analogue Rapid Prototyping, Sketching, Laser Cutting, Wood Shop, Metal Shop, Sewing, Soldering

Strengths Design for Manufacturing, User Experience, Marketing, Organization, Collaboration, Leadership, Management, Creativity, Communication

Experience

Customer Experience Associate at RH | *Fall 2024 - Present*

- Handled a variety of complex customer inquiries related to parts, shipping, damages, transaction issues, and product details, while seamlessly assisting with orders and returns
- Delivered exceptional service as part of the “Delight” team, aiming to elevate the customer experience through **personalized, empathetic support**
- Collaborated with internal teams to resolve issues efficiently, ensuring a **smooth and satisfying customer journey**

Industrial Designer at Rendyr | *Fall 2022 - Summer 2024*

- Developed and **optimized manufacturing processes** for the production of 300+ desktop laser cutters
- Led the creation and upkeep of comprehensive product assembly documentation
- Compiled quantitative and qualitative **user feedback** to suggest changes to the product engineers
- Established a packaging BOM and **managed operations of the packaging department**
- Collaborated to develop a **engaging and intuitive website in Figma** using UX/UI principles, ensuring seamless user experience and effective design implementation
- Spearheaded the development and execution of **content strategies** for laser cutting projects, resulting in a significant **increase in user engagement**

Undergraduate Research Assistant at Fermilab National Accelerator Lab | *Fall 2020 - 2021*

- Crafted **3D CAD models** of the interior of the Great Pyramid for digital simulations
- Designed muon detector housings to facilitate cosmic-ray muon radiography for complete interior discovery of the Great Pyramid of Giza
- **Drafted a dynamic website in Figma** to promote the project and educate peers

University of Virginia Student Intern | *Summer 2020*

- **Designed a mobile platform** to provide access to electronics for installation, removal, and repair within tight quarters at a lab site for a \$300 million experiment
- **Drafted assembly animations** and a final BOM

Education

B.S. in Industrial Design | Virginia Tech

Leadership/Honors

European Product Design Gold Award Winner, IDEA Awards Finalist, IDSA Virginia Tech Former Secretary