# Regular Site User

## **About Tina**

Age: 36

Organization: Legal Directives Position: Enrollment Manager

Location: Charlotte, NC

Level of education: Bachelor's Degree

#### Bio

Tina is a detail oriented professional with a no-nonsense approach to her work. Her best day of work is one where she can quietly do her daily data entry tasks without interruption or even interaction with others. Tina is married with 2 kids, both under the age of 6. She's a very devoted mother and wife. Her job provides her a way to live the life she wants.



## **Motivations**

Tina just wants to get her work done and get home. She has full evenings as an assistant soccer coach, and a full weekend with church activities. She likes to focus on work at work, and forget about it when her work day ends. Her knowledge of the product and how it works is very deep and she will be more than happy to tell you what she likes and doesn't like about it.

# Wants To Know

- Tina has a deep knowledge of the software and currently has no questions about functionality.
- Tina will is vital in answering questions for other users.

### Problems to be Solved

- Is distracted regularly with answering customer service questions
- Has issues with the software, but has developed work around that have become second nature to her

# Loyal Brands

Zara | Apple | Wholefoods

# **Online Hangouts**

Instagram | The New York Times | Mother Jones