

Profile

Professional, dependable, and results oriented individual experienced in User Experience and Graphic design. Proven excellence in fast-paced deadline driven environments, who works well individually or as part of a larger team.

Highlights of Qualifications and Achievements

Leadership & Training

Identified areas of needed improvement in Stockton Graham & Co.'s Customer Care Department and implemented positive process change, resulting in a more efficient workday for departmental employees. Worked in coordination with HumanCentric's external IT provider to implement and administrate an intranet system and customer relationship management tool, and trained staff on use and best practices for both.

Computer Skills

Proficient in: Adobe Creative Suite, Microsoft Office, Adobe Premiere, Balsamiq Mockups, ACT!, SugarCRM, Microsoft Office Sharepoint Server, TechSmith Morae, Microsoft Windows
Competent in: XHTML/DHTML development, CSS, JavaScript, AJAX

Professional Societies

TriUPA, IXDA, Carolina HFES

Professional Experience

Operations Specialist/UX Designer, HumanCentric, Cary NC (August 2006-February 2009)

- + Provided Graphic & UX design support as an embedded part of a long running project with Motorola, with specific focus on creating new and dynamic Messaging, Multimedia, and Music player interactions and unique look and feel components for multiple CDMA product lines.
- + Provided on-site and remote technical support for members of staff conducting heuristic evaluations and usability studies using a variety of hardware and software solutions.
- + Implemented and maintained the office intranet, using Microsoft Sharepoint.

Customer Care Manager, Stockton Graham & Co., Raleigh NC (August 2005 - August 2006)

- + Assisted Marketing with collateral development and design, in order to expand business in untapped and under-exposed markets.

Office Equipment Specialist, Staples #535, Raleigh, NC (2000-2005)

- + Department lead for a multi-million dollar store.

Education

North Carolina State University (Raleigh, NC)

- + Earned 45 credits towards a Bachelor of Science in Management Info Systems, 8/99 to 7/01

References available upon request.