ALEXANDER J. DAVIS-GRIMES

CONTACT INFO

👤 Alexander Davis- Grimes

📞 (678) 848- 4697

📍 Phoenix, AZ (Open to Relocation)

✉️ AlexanderDavisGrimes@Gmail.com

SOCIAL MEDIA

LinkedIN   Portfolio   Behance

SKILLS

USER RESEARCH

CARD SORTING

WIREFRAMING

PROTOTYPING

RESPONSIVE WEB DESIGN

USABILITY TESTING

STORYBOARDING

USER CENTERED DESIGN

COLOR THEORY

IOS & MATERIAL DESIGN

FRONT-END WEB DEVELOPMENT

DESIGN TOOLS

SKETCH

INVISION

ADOBE DESIGN SOFTWARE

AXURE

OMNIGRAFFLE

FIGMA

ABOUT ME

I am impassioned by the creative problem-solving process. Over the last year, I have worked as a member of the Client Success Team, while completing my UX/UI certification. During my tenure, I have developed a keen knowledge of Indeed products, curated a strong ability to advocate on behalf of our clients, all while maintaining the integrity of the brand. I strongly believe that my ability to communicate and empathize with users , coupled with my UX Design/ Product focus makes me an ideal candidate to successfully transition to any design team!!

RELEVANT EXPERIENCE

07/17   ***Client Success Specialist***
Indeed/Scottsdale, AZ

- Collaborated with members of Process Improvement teams to streamline workflows and bridge interdepartmental communication gaps.

- Designed mockups to ease budget setups, which resulted in the implementation of redesigned campaign templates in the new Salesforce CRM system.

- Gathered client feedback (specific to Indeed's account verification process) and partnered with the Search Quality team to improve the client experience, resulting in more a comprehensive and account-specific verfication process.

- Participated in Indeed's 2018 Hack-a-thon, which afforded me the opportunity to pitch product initiatives and collaborate in design sprints.

- Piloted BombBomb (video messaging) initiative, resulting in analytics that proved a direct correlation between video messages and positive CSAT scores.

- Conceptualized an internal tool to assist with budget set-ups, resulting in the creation of a campaign calculator that has been shared with the entire Client Success org to reduce budget related errors.

02/15   ***Human Capital Management Consultant II***
ADP/Atlanta,GA

- Consulted with clients to deliver a comprehensive ADP solution.

- Analyzed company processes and setups.

- Developed and leveraged a broad understanding of the ADP product suite in support of client needs.

- Mentored less-experienced specialists on the team.

- Learned and navigated ADP systems in order to research/ resolve complex and multi-tiered issues.

- Tax Registration and Banking SME

- Created a training one-sheeter and assisted with the creation of a Sharepoint doc.

EDUCATION

04/19   ***Front-End Web Development Certification***
CareerFoundry

- Built a portfolio with a fluency in HTML5, JavaScript, jQuery, and CSS3. Learned the value of project management, version control, testing & debugging, CSS frameworks, and JavaScript Libraries while using Git and GitHub repositories.

07/18   ***UX/UI Certification***
CareerFoundry

- Intensive training boot-camp for UX Designers, specializing in UX design process and methodology that includes user research, user journeys, user personas, testing, information architecture, and visual design fundamentals.

05/13   ***Bachelor of Science concentration Marketing***
Kennesaw State University/ Kennesaw, GA