

# ALEXANDER J. DAVIS-GRIMES

## CONTACT INFO

-  Alexander Davis- Grimes
-  (678) 848- 4697
-  Phoenix, AZ (Open to Relocation)
-  AlexanderDavisGrimes@Gmail.com

## SOCIAL MEDIA



## SKILLS

- USER RESEARCH
- CARD SORTING
- WIREFRAMING
- PROTOTYPING
- RESPONSIVE WEB DESIGN
- A/B TESTING
- USABILITY TESTING
- STORYBOARDING
- USER CENTERED DESIGN
- COLOR THEORY
- IOS & MATERIAL DESIGN
- FRONT-END WEB DEVELOPMENT
- SQL

## DESIGN TOOLS

- SKETCH
- INVISION
- ADOBE DESIGN SOFTWARE
- AXURE
- OMNIGRAFFLE
- FIGMA

## ABOUT ME

An impassioned individual who thrives on tackling product & design challenges through creative and collaborative efforts to deliver viable solutions.

I possess a hybrid understanding of client success and the needs of the business, and would be the perfect addition to any product-design focused 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 verification 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*