

ALEXANDER J.
DAVIS-GRIMES

CONTACT INFO

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Alexander Davis- Grimes
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Phoenix, AZ (Open to Relocation)
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SOCIAL MEDIA



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

SQL

DESIGN TOOLS

SKETCH

INVISION

ADOBE CREATIVE
SUITE

AXURE

OMNIGRAFFLE

FIGMA

EDUCATION

- 02/19-04/19

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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.
- 07/17- 05/18

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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.
- 08/08-05/13

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Bachelor of Science concentration Marketing

Kennesaw State University/ Kennesaw, GA

RELEVANT EXPERIENCE

- 07/17 ---

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Client Success Specialist (VoC)

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 metrics.
 - 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.
 - Provided feedback on prototypes that resulted in version improvements and new product feature launches.
 - Formulated product proposals based on quantifiable data, that represent the needs of Indeed's SMB clients.
- **iPride Communications Coordinator**

- Worked with iPride site-lead to launch the 1st iPride chapter in the Scottsdale office.
 - Responsible for managing monthly communications, recording meeting notes, and designing presentation decks.
 - Partnered with appropriate stakeholders to plan, manage, and oversee internal budget disbursement requests for Indeed's LGBTQIA related events (e.g. Pride & Rainbows festivals, offsite happy hours).
- 02/15-02/17

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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.