



keyonarichey.com

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Skills

User Research

User Empathy

Usability Testing

Information Architecture

Wireframing

Rapid Prototyping

Visual Design

Branding

Tools

Figma

Sketch

InVision

Draw.io

Github

Adobe CC

A Los Angeles based designer that is merging together a digital visual design background with customer care skills to develop intuitive, user centered experiences.

Projects

Happy Nomad | Web Prototype

keyonarichey.com/happynomad

A cloud storage application tailored to the needs of travel enthusiasts. Prototype created using Figma, and InVision.

Experience

Retention Specialist

Thrive Market | Los Angeles, CA | 03.2018 - 06.2018

- Consistently retained 22% or more of cancellations on a weekly basis.
- Solved customer's problems using active listening and empathy skills.
- Regularly received 100% customer satisfaction feedback per weekly reports.

Ordering and Procurement Supervisor | Customer Care Specialist

EasyBreathe | Los Angeles, CA | 12.2015 - 09.2017

- An integral member of the sales team responsible for consistently exceeding monthly sales goals.
- Received top productivity recognition for the amount of calls handled per daily reports.
- Decreased costs of office orders by 35% by creating a new order management system.

Social Media Marketing Specialist

Nectar Clothing | Redlands, CA | 09.2012 - 03.2014

- Grew social media interaction consistently by 10% or more on a monthly basis.
- Created product descriptions that used SEO optimized keywords.
- Took product photos and edited images to be used for social media marketing.

Education

Bloc ~ Remote

UX/UI Design and Front-End Apprenticeship | 05.2018 - Present

University of Redlands ~ Redlands, CA

Bachelor of Arts - Multimedia | 2011 - 2015