Keyona Richey

keyonarichey.design

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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.design/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