

# Michelle Holmes

UX UI Designer, Product Designer

Dedicated and innovative UX Designer with a passion for creating intuitive and engaging digital experiences. Leveraging my background in user research, interaction design, and prototyping, I aim to collaborate with cross-functional teams to deliver products that delight users and drive business objectives. Committed to staying at the forefront of industry trends and technologies, I aspire to contribute my expertise to projects that positively impact both users and organisations. I am actively seeking a role in the design space as either product designer, UX or UI design to leverage my passion and expertise in creating exceptional user experiences.

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## SKILL SUMMARY

### User Experience Design

In my role as website coordinator, I prioritise user experience, recognizing its paramount importance in product success. At NZU, I took a proactive approach to improving user satisfaction by identifying navigation difficulties on the website, which were leading to an influx of customer service inquiries. Proposing a redesign initiative, I collaborated with stakeholders to outline pain points and requirements for improvement. Utilising wireframe prototypes and engaging stakeholders across departments, I iteratively refined designs to address usability concerns and align with business objectives. This experience demonstrates my ability to identify user pain points, propose solutions, and collaboratively iterate designs to achieve positive outcomes.

### Collaboration & Communication

In my role as a UX designer at Valocity, I led collaborative efforts within cross-functional teams to deliver user-centred solutions. By initiating regular communication channels and fostering an open dialogue, I facilitated seamless coordination among designers, developers, and stakeholders. Utilising tools like Teams and Figma, I ensured efficient task assignment and document sharing while actively listening to team members' feedback. Our cohesive teamwork resulted in the successful delivery of projects, exceeding client expectations and reinforcing the importance of strong collaboration and communication in achieving shared objectives.

### Wireframing and Prototyping

As a UX designer, I adeptly utilised Figma to create intuitive wireframes and prototypes, ensuring alignment with user needs and project objectives. Collaborating closely with stakeholders, I gathered feedback and conducted user testing sessions to refine designs iteratively. This approach resulted in the successful delivery of user-centred interfaces that surpassed expectations, highlighting the importance of clear communication and collaboration in achieving design excellence.

### Frontend Development

As a junior frontend developer, I'm adept at crafting user interfaces with HTML, CSS, and JavaScript, ensuring accessibility and responsiveness. With experience in frameworks like Angular, I'm eager to contribute to dynamic web experiences. Skilled in cross-browser compatibility and version control with Git, I collaborate effectively within teams. My passion for design aesthetics and user-centred principles drives me to create polished interfaces that foster engaging user experiences. Through collaborative problem-solving and continuous learning, I strive to prioritise user satisfaction and drive innovation in digital experiences.

## PROFESSIONAL EXPERIENCE

### User Experience Designer

Valocity Global  
Jan 2023 - May 2024

- Gather and evaluate user requirements in collaboration with product managers and engineers
- Illustrate design ideas using storyboards, process flows and sitemaps
- Develop UI mockups and prototypes that clearly illustrate how sites function and looks like
- Prepare and present mockups and prototypes to internal teams and key stakeholders
- Identify and troubleshoot UX problems
- Conduct layout adjustments based on user feedback
- Adhere to style standards on fonts, colours and images

### Frontend Developer

Valocity Global  
Nov 2021 - Jan 2023

- Determining the structure and design of web pages
- Developing features to enhance the user experience
- Striking a balance between functional and aesthetic design
- Building reusable code for future use
- Utilising a variety of markup languages to write web pages
- Maintaining brand consistency throughout the design

### Website Coordinator

NZ Uniforms  
Nov 2019 - Mar 2021

- Manage and published content to multiple we
- Design website layouts and maintain continuity of themes
- Manage social media accounts
- Support customer service & marketing team

### Technical Support Specialist

Concentrix  
Jul 2017 - Mar 2019

- Troubleshoot, diagnose and resolve technical enquiries
- Research and present findings in documentation
- Maintain and update documentation and customer records
- Take ownership of all calls/issues
- Maintain and update product knowledge and procedures
- Customer Service
- Professional phone etiquette

## EDUCATION

### Fundations of User Experience (UX) Design

Google Career Certificates  
*Coursera*

Aug 20, 2023

### Bachelor of Information Technology (BIT)

Major in Software Development  
*Whitireia Community Polytechnic*

Mar 2019 - Nov 2021

## REFERENCES

Available upon request

## SKILLS & INTERESTS

- User-Centric Design
- User Experience Design
- Design Thinking
- Problem Solving
- Continuous Learning
- Visual Design Principles
- Accessibility
- Material Design
- Analytics & Metrics
- HTML
- JavaScript
- Adobe InDesign
- User Research
- User Interface Design
- Communication & Collaboration
- Critical Thinking
- Figma
- Wireframes & Prototyping
- W3C Web Accessibility Initiative
- Empathy
- Project Management
- CSS
- Angular
- Mailchimp