Taylor Hershberger
UI/UX DESIGNER

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taylorhershberger.com

Education

May 2018
University of Colorado at Boulder
BS in Creative Technology and Design with a focus on Interactivity

April 2022
Corpu Leadership Certificate

March 2023
Google UX Design Certificate

Skills

Design
Figma, XD, Illustrator, Photoshop, After Effects, Premier

Coding
HTML, CSS, PHP, Javascript, jQuery, Python, C++

UX Methods
Persona, Storyboarding, Wireframing, User Testing, Prototyping

Experience

August 2018 - June 2019
Brighter Vision Web Solutions
Support Specialist
My team provided email and phone support for about 3,000 clients, making edits to their WordPress websites and coming up with creative design solutions. I also provided basic SEO help, assisted with email issues, and helped create and maintain training documentation.

June 2019 - February 2021
Brighter Vision Web Solutions
Senior Support Specialist
I started training new Support Specialists, managing the SEO our company writes, making DNS changes, and working with a partner company to provide HIPAA secure emails and forms for our clients. I also began dealing with higher level issues and helping frustrated clients back on the right path. By learning from the customer's experience I inform changes within the company that will improve their experience in the future.

February 2021 - Current
Brighter Vision Web Solutions
Support Team Lead
As we continued to grow, I became the leader and assisted in building our new T2 Support Team that focuses on more urgent issues like fixing website bugs, troubleshooting advanced email issues, company wide technical problems, and server maintenance. I manage a small but mighty team that now helps support over 6,500 website clients. As a leader, I like to develop innovative solutions that help make my team more efficient and offer my insight to create new features that will enhance our products.