

# Taylor Hershberger

## UI/UX DESIGNER

(719) 229 - 6092  
taylor.day.hershberger@gmail.com  
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.