

Clinton Graham

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About

Highly engaged UX Designer focused on customer success with experience in CX, Tech, Media, Communications, and Higher Education.

Experience

Communications Specialist

Shipt

2021 - PRESENT

- Selected From 400+ Employees by VP of CX to Lead Employee Engagement and Retention Program.
- Promoted Flex Team After Only 9 Months With Company
- Monitor and Manage Operations Flow Throughout Complete User Journey
- Aggregate User Feedback and Document Requests for New Features
- Troubleshooting Real Time Customer Concerns Including Website & Apps
- Document and Report Bugs to Development Team
- Assists in LiveOps, X-Team Iterum and Task Force
- Coordinated Vendor Communication with Customers
- Orchestrate Shopper Education to Ensure Successful Order Completion
- Execute Customer Engagement Through Emails, Chat, and Phone Calls
- Provide Secure Customer Account Management and Support
- Consistently Exceed Company Set QA Goals

Web Sales Coordinator

University of Alabama Supply Store

SEPT 2012 - AUGUST 2021

- Solely Responsible for Website Updates Including Content and Promotions
- Photographed of All Product Imagery to Maintain Brand Consistency
- Led Photo Editing Including Retouch, Cropping, and Color Correction
- Mentored Employees Through Skills Education
- Merchandised All Products and Executed New Product Releases
- Collaborated with Web Revenue Team to Increase Sales Through Strategic Planning
- Provided Front-End Support For IT Roadmap and Troubleshooting Efforts
- Adhered to Brand Licensing Standards Through Design Execution
- Managed All Employee Scheduling and Warehouse Training

Graphic Designer

Crimson Tide Productions
MAY 2011 - AUGUST 2012

- Responsible For Designing Ads, Promotions, and Magazines Adhering to the University of Alabama's Licensing Standards
- Contributed to Brand Wide Campaign Strategy Planning Including Concept Development, Competitor Analysis and Design
- Managed Audio Production at Live Sporting Events Including Men and Women's Basketball for the University of Alabama.

Education

UX/UI Design Certificate

University of Minnesota
JUNE 2022 - NOV 2022

Bachelor of Fine Arts - Graphic Design & Painting

University of Alabama
2006 - 2011

Skills

Design

Branding
Illustration
Icon Design
Layout Design
Photography
Photo Editing
Prototyping
Storyboarding
Style Guide
UI Design
Wireframing

Research

Affinity Diagrams
Card Sorting
Persona Creation
Sitemapping
Survey Creation
User Interview Planning
User Research
Usability Testing

Product Management

Data & Analytics
Site Merchandising
On Site Search

SKU Management

Project Management

Campaign Strategy
Employee Mentorship
Information Architecture
Operations
Task Analysis
Team Leadership

ADA Compliance

Tools

Adobe XD
Adobe CC
Figma
Invision
Miro
Microsoft Programs
Trello