

Courtney E. Ring

Web Development and User Interface Engineer

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PERFORMANCE PROFILE

- A Computer Science and Communications graduate from the University of Michigan with a broad range of experience in developing attractive, user-friendly web solutions
- Collaborate well with clients to identify key usability features and quickly create innovative prototypes to demonstrate a user interface design that is intuitive and easy to use
- Experienced in all aspects of web application development from front-end HTML and CSS to back-end python and SQL
- Digital and social media marketing proficient with experience in interactive web-based marketing to increase awareness, drive consumer action and improve customer satisfaction

TECHNICAL SKILLS

Front-End Web Development	Back-End Web Development	User Interface Design
HTML, CSS, JavaScript	Python-Flask	Axure RP
Bootstrap	SQL	Adobe Photoshop
Qt Toolkit	C++	

WORK EXPERIENCE

CIGNA – BLOOMFIELD, CT

Cigna is a global health services organization that provides medical, dental, disability, life and accident insurance along with numerous other products and services to customers in 30 different countries.

Application Development and Design Intern

June – August 2015

- Worked with the User Interface Design team to develop upgrades for Cigna's Customer Service Application, called OneView.
 - Purpose of upgrade was to improve the user interface for Cigna agents and increase customer satisfaction
- Created wireframes of each OneView section to present proposed appearance
- Built prototypes of the application that incorporated user interaction to evaluate ease of use
 - Used Axure, an interactive wireframe and mockup tool, to add design features such as dropdowns, popovers, and hover changes
- Obtained management approvals for each stage of change
- **Cigna Summer Intern Project** - Worked with a group of 27 interns to develop a web app for caregivers to help with prescription adherence, understanding coverage, and general caregiving duties
 - Used Bootstrap, CSS, and AngularJS to develop the responsive, mobile-friendly app
 - Presented team recommendation to the Chief Information Officer, Director of IT Strategy and Innovation, Director of Digital Marketing, and Director of TECDP (Internship Program) at end of summer experience – Team took first place in competition against two other intern groups

Marketing Intern

June – August 2014

- Worked with the Social Media Marketing Team at the global headquarters to develop and implement marketing strategies that created positive social conversation and increased awareness of Cigna's benefits
- Developed a "Healthy Selfie" campaign to promote good health practices and engage younger consumers
- Established a new Spanish Cigna Facebook page for the Hispanic audience after significant research was completed on best practices and optimum content
- Created new content for each social channel (Facebook, Twitter, LinkedIn and YouTube)
- Helped with Cigna's participation in New York's "Summer Streets" event, which was held over three weekends on Park Avenue to promote physical activity and products that support health and wellness

MPRO - FARMINGTON HILLS, MI

MPRO is Michigan's quality improvement organization for Medicare.

Intern

Summers of 2012 and 2013

- Helped to design website navigation that was intuitive and user-friendly for MPRO beneficiaries
- Worked with third party website supplier on implementation
- Posted new data on the company's website after determining what messages needed to be communicated, writing the copy and creating the graphics
- Helped to develop plans for MPRO's social media presence (LinkedIn, Facebook, Twitter accounts)
- Created audio/visual presentations on the State of the Business for MPRO's Board of Directors
- Wrote articles for the company newsletter, which was distributed to more than 70 employees

PERICH ADVERTISING AND DESIGN – ANN ARBOR, MI

Intern

2010-2011

- Assisted the creative team in developing new advertising concepts for three different customers: General Motors, Walsh College and Corner Dental
- Provided a student's perspective on the key decision makers for college choice and assisted in getting the right messages into online banner ads targeted at high school students
- Evaluated new updates for Walsh College and Corner Dental phone apps and provided feedback before dissemination to customers
- Proofread text for print and online banner ads

EDUCATION

UNIVERSITY OF MICHIGAN – ANN ARBOR, MICHIGAN

Expected date of graduation – Dec. 2015

Currently a Senior pursuing dual degrees in Computer Science and Communications with a minor in Spanish

Business and Communication Classes

- Microeconomics and Macroeconomics
- Statistics
- Evaluating Information and Analyzing Media
- Media Processes and Effects
- Digital Media Foundations

Computer Science Classes

- User Interface Development
- Web Database and Information Systems
- Data Structures and Algorithms
- Introduction to Computer Security
- Fundamentals of Computer Organization

STUDY ABROAD - MADRID, SPAIN

January-May 2014

- Extensive study of Spain's culture/current trends through Spanish-speaking classes and host family experiences

EXTRA CURRICULAR

StudySpace

September 2015 - Present

- Currently working with a group to develop an application that tracks library occupancy by floor and region
 - Project supported by the University of Michigan Information & Technology Services, as well as the Central Student Government
 - Responsible for the interface design and application development

U.S. Figure Skating Association

2002 – 2013

- Served as substitute instructor at U of M's Yost Arena for Learn-to-Skate students (2012-2013)
- Competed in figure skating competitions and took part in the U.S. Figure Skating test program