Jennifer Lycke

Carrollton, VA 23314

757.477.7914
jenbonchek@hotmail.com

Summary of Qualifications

- Experience in multi-functional roles, including user interface (UI) design, user experience (UX) design, graphic design, web design and development, content management, technical writing, digital marketing, editing, software testing, business analysis, instructional design, storyboarding, online courseware and curriculum development
- Experience working in fast-paced deadline oriented working environments requiring organizational and time-management skills, as well as attention to detail
- Front-end development skills: HTML5, CSS, JavaScript, JQuery, Bootstrap, SharePoint, XML, XSLT
- Extensive experience with Adobe Creative Suite and Microsoft Office on both PC and Mac
- Strong visual design, user experience, photography, critical thinking, and problem-solving skills
- Education: Bachelor of Arts (BA) Degree; eMarketing Graduate Certificate; Rochester Institute of Technology (RIT) User Experience Design & Development Advanced Certificate 2017
- Current Secret Security Clearance
- Portfolio available upon request

Career Experience

ManTech International Inc. (formerly Allied Technology Group), Virginia Beach, VA;
Webmaster, Multimedia Designer; 7/08 – Present
I am the Webmaster and Multimedia Designer for Command, Control and Communications Engineering Center (C3CEN), United States Coast Guard, Portsmouth, VA. I am responsible for designing, maintaining and posting daily content to the US Coast Guard's Internet and CG Portal sites for C3CEN, which get over 135,000 page views per month. I oversee the management, maintenance, and creation of over 125 subsites. I have redesigned C3CEN's Portal presence using SharePoint, SharePoint Designer, and Photoshop and have developed the standard for the entire C4ITSC, in regards to establishing the templates and layouts for the rest of the Service Center. I work with engineers, Coast Guard government and military personnel, to manage the site's information architecture, update content, and post technical documentation to websites. I am responsible for keeping websites current, 508 Compliant, and fully functioning, using SharePoint (Designer), HTML, CSS, JavaScript, JQuery, Photoshop, and XSLT in the Content Management System (CMS). I have developed new user interfaces, created graphics, and have been integral in the planned redesign of the C3CEN and C4ITSC Portal sites and new governance standards. These new user interface designs and graphics have become role models for other Coast Guard units. I am also responsible for developing online surveys and forms for various departments at C3CEN for the purpose of gathering relevant information and data for user research. These forms have improved the business processes for departments and have been used as examples for other Coast Guard units. I have researched and created advanced customized SharePoint workflows to make business processes among various teams more efficient. I am responsible for migrating website content to new servers when units switch servers and platforms. As the USCG switched technologies multiple times, I was responsible for building new Intranet websites on the new CMS and for seamlessly transitioning C3CEN's content to the new platforms, while keeping users informed during the transition. I was also one of the primary beta testers for a new CMS tool implemented throughout the Coast Guard, reporting and analyzing issues to improve the tool's functionality. I have also been responsible for rebuilding and maintaining Allied Technology's corporate website and contract websites.

Self-Employed Business Owner: Graphic Design, Website Design, Photography & Fine Arts;
11/05 – Present
I have been self-employed working for various clients, including projects such as graphic design, user interface (UI) design, illustration, web design, logo design, photography, portrait commissions, custom paintings, photo retouching, Photoshop lessons, local exhibitions, and a public art project. I have been responsible for all aspects of running the business, such as digital marketing, advertising, sales, proposal writing, customer service, communication, bookkeeping, website design and maintenance, Search Engine Optimization (SEO), web analytics, podcasting, and portfolio development.

CACI (formerly American Management Systems, Inc.), Norfolk, Virginia
Graphic Designer, Multimedia Developer, Web Author, Tech Writer
I performed multi-functional roles on distance learning and software development projects, working with clients such as JROTC, US Navy, US Coast Guard, US Marine Corps, NIH, and NAVSEA. I was responsible for designing and developing nationally accredited SCORM-compliant Distance Learning courseware, including storyboarding, user interface (UI) design, graphics, custom photography, instructive and interactive Flash and CourseBuilder animations, narration, and multimedia pieces for web courses in our Learning Management System and for CD-ROMs. Using Instructional Design standards, I designed lesson plans for Army JROTC new curriculum to meet learning objectives, as well as helped design program interface for corresponding CD-ROMs. I met with clients to determine revisions necessary for online learning courses and developed necessary revisions to storyboards, scripts, multimedia, and web pages. I also edited and revised content for textbooks, which corresponded with our Distance Learning curriculum. I was responsible for technical writing, developing, and designing the Help system for AFJROTC Headquarters Management System and Cadet Inventory Management System. I have also created presentation graphics, layouts, marketing materials, and brochures for proposals and presentations. I was also a mentor to junior developers and participated in our team's hiring decisions.

Coastal Computer Services; Virginia Beach, Virginia
Web Designer, Graphic Designer; 11/99 - 08/00
I created websites from start to finish for a wide variety of clients on both PC and Mac. I developed graphics and took custom photos for websites and met with clients to discuss layout ideas. I maintained and modified existing websites, according to client specifications. I was also responsible for the production of all in-house marketing material.

Military Newspapers of Virginia; Norfolk, Virginia
Graphic Artist, Print Coordinator of Air Force Newspaper; 01/98 - 11/99
I designed advertisements and layouts, digitally retouched photographs, and set up pre-press and color separations for weekly military newspapers and monthly publications. I worked closely with Air Force personnel to coordinate the printing of the weekly Air Force newspaper and assisted in the weekly pre-press setup of six other publications. I worked closely with clients and colleagues to meet tight deadlines in a fast-paced environment.

Education

Degree: Bachelor of Arts Degree (BA), Cum Laude, in Art, Messiah College

Additional Education:
- User Experience Design & Development Advanced Certificate (2017), Rochester Institute of Technology (RIT)
- eMarketing Graduate Certificate, 4.0 GPA, University of Virginia (UVA)
- New York University (NYU) User Experience (UX) Design

Specialty Training and Seminars: MIT User Interface Design and Interaction, SharePoint Designer, ASTD E-learning Instructional Design Certification, Visual Arts Symposium, Responsive Design, Interactive Web Design, Website Development, XML Programming, Dreamweaver, Photoshop, Director, Flash, InDesign, Desktop Publishing, Photography, Business Analysis

Design and Technical Skills

Skills: User Experience (UX)/User Interface (UI) Design, Wireframes, Prototyping, Graphic and Web Design, User Research, Front End Development, HTML5, CSS, JavaScript, JQuery, Bootstrap, Photography, XML, XSLT, PC & Mac

Software: Photoshop, Dreamweaver, SharePoint/Designer, BlackBoard, Flash, Illustrator, Microsoft Office, Acrobat Professional, Moqups, Visio, RoboDemo/Help, InDesign, Designer's Edge, Captivate, Contribute, Learning Space, Director, Fireworks, CourseBuilder, Quickbooks, VistaScan, Premiere, Web Analytics Software, Camtasia