

Jennifer Keller

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Summary

I am a customer-focused user experience designer and researcher seeking to join a creative team where I can make a big impact on production.

Technical Skills

HTML, CSS, JavaScript, Adobe Creative Suite, Sketch, Figma, InVision, Jquery, Balsamiq, User Testing, User Surveys, Git, Bootstrap, Axure

Design Experience

Swiftly | UX Designer | 2017

Design for iOS bicycle sharing app

- Designed mobile app showcasing easy to navigate UI
- Conducted user research, competitive analysis, user personas, testing
- Designed all branding elements. Created wireframes, prototype

Flourish | UX Designer | 2018

Design for responsive e-commerce website

- Created user friendly responsive site based on data collected during research
- Conducted surveys, open and closed card sorts, market research
- Designed IA, UI, and iterated on design based on user testing

Work Experience

Bed and Breakfast Inn Seattle | Marketing Assistant | 2017-2018

Locally prized inn in the heart of Capitol Hill

- Took and uploaded hi-res photos to partner sites, increasing the inn's visibility
- Wrote relevant marketing content describing the inn and surrounding area
- Conducted meetings with owner to determine the focus of marketing for the inn and maintained our presence on partner sites.

Social Security Administration | Customer Service Rep | 2013-2017

Government organization managing benefit programs for the public

- Received 15 service awards for my customer-focused problem solving abilities
- Consistently handled 30-40 customer calls per day, interviewing each caller
- Navigated multiple internal and external systems providing complete and accurate information regarding essential benefits and healthcare.

Verizon | Tech/Customer Support and Retail Sales Rep | 2010-2013

Top rated telecom company providing wireless services

- Consistently achieved 90%-100% Net Promoter Scores (NPS)
- Exceeded sales goals by 22% overall
- Decreased personal call handle time by 20% by seeking feedback from coworkers and management and focusing on efficiency

Education

Cal State Fullerton | BA English | 2007

Golden West College | AA Liberal Arts | 2004

Bloc | UX Visual Design Apprenticeship | 2018

Skillcrush | Web Developer Blueprint | 2016

Persona

INFP | home chef | animal lover | DIY-er | gardener