

JESSICA MAY

UX
RESEARCHER &
DESIGNER

CONTACT

(503) 929-6094

JESSICA.IRENE.DESIGNS@GMAIL.COM

WWW.LINKEDIN.COM/IN/JESSICA-I-MAY

SKILLS & TOOLS

DESIGN SKILLS

User Research, Information
Architecture, Task Analysis ,
User Flows, Usability Testing,
Wireframing, Prototyping,
Mobile and Web Design

DESIGN TOOLS

Adobe XD, Balsamiq, InVision,
Prott, Atom, Visual Studio Code

FRONT END DEVELOPMENT

HTML5, CSS, JavaScript

OTHER

Adobe Creative Suite, Google
Suite, Windows and Mac OS

SUMMARY

Creative professional turned UX Designer. Empathetic critical thinker who loves to conduct user research, solve problems, and understand user's emotional needs to create useful, thoughtful, and beautiful user experiences.

WORK

SOFTWARE SUPPORT SPECIALIST

UPSERVE | FEB 2019 - PRESENT

- Identify technical issues and use appropriate problem solving and troubleshooting steps leading to resolution.
- Handle customer requests, provide appropriate solutions and alternatives while managing customer expectations regarding estimated response times for issue resolution.
- Consistently maintained position as top agent, and contribute to daily SLA to above 80%.

EVENTS ASSISTANT & HOUSE MANAGER

LAKEWOOD CULTURAL CENTER | APR 2018 - FEB 2019

- Supervised all on-site events with the LCC and assist with planning for a variety of community events,
- Managed all community outreach and social media marketing for events and programming. Conducted market research and local competitive analyses.
- Supervise volunteers and assign tasks for each by working closely with the box office and back of house crew.

EDUCATION

UX DESIGN CERTIFICATION

CAREERFOUNDRY | 2019 - PRESENT

400+ hours of UX Design study and practice covering user centered design, content and design strategy, prototyping, information architecture, and front end design.

MASTERS IN ARTS LEADERSHIP & CULTURAL MANAGEMENT

COLORADO STATE UNIVERSITY | AUG 2016 - NOV 2018

Focused on leadership and management in the arts, research and critical analysis, and community engagement practices.

BACHELOR OF ARTS IN PSYCHOLOGY

INDIANA UNIVERSITY | AUG 2011 - MAY 2015

Concentrated my studies on human behavior, motivation, and organizational psychology.