Kaitlyn Zhang

https://kaitlynhyz.github.io/portfolio

kaitlynhyz@gmail.com

AWARDS

Dean's List of Academic Excellence from University of Nevada, Reno, 2019

Congressional App Challenge Award from NV-03 Rep. Joe Heck, 2016

Best Informational Artwork at Las Vegas Review-Journal, 2015

SKILLS

Design: Illustrator, Photoshop, InDesign, AdobeXD, User Interface, Graphic Design, Wireframes, Mockups

Programming: HTML/CSS/JS

Collaboration: Detailed oriented, Flexible, Organizing and Planning

Software: Microsoft Office, G Suite, Content Management Systems (CMS), Slack

EDUCATION

University of Nevada, Reno

Fall 2018 - Spring 2022

Bachelor of Science, Information Systems

Minor in Graphic Design

EXPERIENCE

Nevada Career Studio, Reno, Nevada — *Graphic Designer*

Oct 2018 - Present

- Developed creative design and layout for print and digital signage, posters and flyers
- Worked with local companies such as Hertz, High Sierra Industries and ITS Logistics
- Collaborated with professional staff to present mockups and collect information for adjustments
- Demonstrated ability to take on various roles including graphics specialist and webmaster to provide range across projects
- Identified and eliminated website bugs to improve user experience on unr.edu/career

Office of Information Technology, Reno, Nevada — *Computer Help Desk Technician*

Sept 2018 - Present

- Evaluated user problems using test scripts, personal expertise and probing questions
- Engaged users and answered questions via phone, website live chat and face to face interactions
- Documented all support interactions and requests in ticketing system for future reference and addition to knowledge base