KRISTY**WINTERS**

✉ kj.winters@outlook.com   📞 Request via Email   in Linkedin.com/in/winterskj   🌐 *https://kaysky4.github.io/portfolio/*

EDUCATION

Bachelor of Science | **Information Technology: Software Emphasis** | Western Governors University | 12/2016

Bachelor of Business Administration | **Marketing** | Minor: Criminal Justice | Tarleton State University | 5/2005
Magna Cum Laude, 3.83 GPA

Associate Degree in General Studies | Central Texas College | 5/2002
Graduated with Honors, cumulative GPA 3.7

Training: Trailhead by Salesforce | 2018 | https://trailhead.com/me/winters

TECHNICAL SKILLS

HTML | CSS | SCSS | JavaScript | Angular 7 | PHP | Bootstrap 3 & 4 | Zurb Foundation | Git | PowerShell | C# | Java | Salesforce

UI Design | Responsive Design | Mobile Design | User Experience | Wire Framing | Usability Testing | Testing | Test Script Writing | Computer-Aided Design | Graphic Design

Agile Methodologies | Information Architecture | Requirements Gathering | Requirements Analysis |

Adobe: Dreamweaver, Photoshop, Illustrator, XD | Visual Studio Code | UXPin | Bitbucket | Visio | SharePoint | Confluence Wiki | JIRA| SPLUNK | Quality Center | AutoCAD

CERTIFICATIONS

UX & Design	Human Factors International Certified Usability Analyst (CUA)	11/20/2018
	Nielsen Norman Group UX Certification	12/6/2017
	CIW Web Design Specialist	9/26/2014
Web Development	Google Mobile Sites Certification	9/28/2018 – 9/28/2019
	Google Analytics Individual Qualification	9/16/2018 – 9/16/2019
	CIW Web Development Professional	12/20/2016
	CIW JavaScript Specialist	2/19/2016
	CIW Web Foundations Associate	8/18/2014
	CIW Internet Business Associate	8/18/2014
	CIW Site Development Associate	8/18/2014
	Microsoft Technology Associate: Software Development Fundamentals	11/07/2014
Project Management	CompTIA Project+ Certified	6/7/2015
Programming	CIW Perl Specialist	12/20/2016
	Oracle Certified Associate, Java SE 7 Programmer	5/20/2016
	CIW Database Design Specialist	10/29/2015
Operations	Splunk Certified User	8/21/2017
	CompTIA IT Operations Specialist – CIOS	12/22/2015-12/22/2018
	CompTIA Secure Infrastructure Specialist – CSIS	12/22/2015 – 06/04/2016
	CompTIA Network+ ce	12/22/2015
	CompTIA A+ Certified	9/14/2015
	Microsoft Technology Associate: Windows Operating System Fundamentals	7/20/2015
	CIW Network Technology Associate	8/18/2014
	CompTIA Security+ passed	6/4/2013

EXPERIENCE

UX Designer/Developer, User Experience Specialist | Electric Reliability Council of Texas | Taylor, TX |09/12/2017 – Present

o Application Development, Web Development, Mobile Design, Responsive Design, Interaction Design, Visual & Graphic Design
o Creates initial development of products (user interfaces, UIs): designs user interaction, wireframes, and low & high-fidelity prototypes via UXPin, Visio, html, JavaScript, CSS, and SCSS. Designs in the browser where possible, reducing deliverables and throw-away work.
o Conducts user interviews, UX research, UX analyses, and usability testing. Documents and defines information architecture.
o Leads Design Review Sessions with key stakeholders.
o Code creation, revision, and review. Resolution of code defects and code conflicts. Create project repositories.
o Create components for and maintain corporate design system.
o Manual test script writing in Quality Center and performance of manual testing.
o Process Automation Project: While working on an Agile team, directed
o the work of others, and designed and coded forms, invoices, delete / confirmation modals, welcome screens, menus, navigation, mobile nav and alternate mobile layouts, search filter tool, email design, graphic design of application icons, and copyedited user guide.

BITS Applications Developer 2 | ERCOT | Taylor, TX | 06/01/2017 – 09/12/2017

o Release & Control: Created a PowerShell script packaged in a batch file to ping assets on the Asset Inventory List. Created an SQL query to merge 5 databases into one searchable database.
o Designed new Confluence Wiki site for the QA & Test department with JIRA integration and a focus on departmental collaboration and product/service delivery communication to internal customers. Created a Work Estimate Calculator and form templates. Created a graphic describing QA and Test "Products and Services" to be used online and in print.
o In Splunk, updated Queries Containing Error Messages of Deprecated code: Decoded URLs, Updated Queries to Standard SQL Formatting. Applied Conditional Formatting via GUI and XML Source Code.
o Created Visio Diagrams of Complex System Processes for the Retail Components: NAESB, PaperFree, TIBCO-Retail, and SIEBEL.
o Used COGNOS and Workday to update data table owners.

BITS Applications Developer 1 | ERCOT | Taylor, TX | 01/16/2017 – 06/01/2017

o Building Information Technology Staff, Rotational Program
o Commercial Application Services: Assisted on Credit Monitoring and Management Project; Java validation on the user interface.
o Identity & Access Management: Completed a process improvement database design project to analyze if assets have been properly decommissioned, assisting Role & Entitlement Clean Up.
o Cyber Security: Deployed a Security Training and Awareness Phishing Exercise and created a security awareness message for print and Corporate CCTV (Today in ERCOT TV); Conducted a Cyber Security Analysis; Performed a Threat Intel Recon and discovered breached user accounts; Completed a Threat Intelligence Gathering Report.

IT Design & Analysis Fall Intern | ERCOT | Taylor, TX | 08/22/2016 – 12/16/2016

o Utilized the skills of: requirements gathering and analysis, & risk analysis and mitigation to restructure and redesign internal websites via SharePoint: 4 department sites, 1 divisional site, and the top level internal IT site. Provided SharePoint support to end users. Designed and created custom icons.

IT Design & Analysis Summer Intern | ERCOT | Taylor, TX | 05/24/2016 – 08/19/2016

o Restructured and Redesigned the Identity & Access Management SharePoint site: Analyzed content for duplication and redundancy; Merged existing IAM SharePoint sites; Redesigned homepage; Added live dashboards; Restructured SharePoint taxonomy; Initiated retirement of outdated SharePoint sites.

- Streamlined the Annual IdM (Identity Management) Role Recertification Reporting Process for security and ease of use: Created a SharePoint library to present individualized spreadsheets to entitlement owners with managed permissions for security. Updated process document in department's SOP and created End User instructions. Addressed End User issues arising in the deployment of the recertification process.
- Assisted in onboarding of contractors & employees: Created tickets in Remedy to initiate the creation of user electronic identities and their access permissions. Ensured that access privileges were authenticated, authorized, and audited. Managed user accounts and group roles in Active Directory: Modified accounts based on entitlement changes and deletions.

IT Department Support Clerk | Texas A&M University Central Texas | Killeen, TX | 05/20/2014-08/05/2014

Patient Service Specialist | Baylor Scott & White Health | Temple, TX | 01/06/2014-05/20/2014

Marketing Intern | Texas Partners Federal Credit Union | Killeen, TX | 09/25/2012 - 12/21/2012
- Renovated "Member Education" webpage, creating html layout and content.
- Wrote financial education articles for the credit union's website and social media sites. Assisted with copywriting for social media sites and website.
- Conducted research for products in development. Researched compliance issues in the credit union industry for financial literacy articles and social marketing campaigns.
- Engaged clients and the local community via social media. Solved technical issues involved with company's Facebook indexing on popular search engines. Tracked Google Analytics.

General Clerk I | Logistics & Environmental Solutions Corp. (LESCO) | Ft. Hood, TX | 1/16/2007 - 9/23/2011

RECOGNITION & AWARDS

Phi Theta Kappa, International Honor Society | Spring 2012

2nd Special Troops Battalion, 2nd Brigade Combat Team, 1st Cavalry Division **Certificate of Appreciation** | 6/2010

LESCO Chief Executive Officer **Certification of Appreciation** | 7/2007

62nd Engineer Combat Battalion **Certificate of Appreciation** | 4/2007

Alpha Phi Sigma, National Criminal Justice Honor Society | Spring 2005

Alpha Chi, National Honor Society | Fall 2004

Recognized by The National Dean's List | 2003-2004, 2004-2005

Delta Mu Delta, National Honor Society in Business Administration | Spring 2004