

Kelley Sweitzer

UX DESIGNER & DEVELOPER

EXPERIENCE

Walgreens Boots Alliance / Voice User Experience Intern
Chicago, IL | May 2019 – Present

- Will evaluate voice user interface for natural language phone IVR system serving 10,000 US stores in two languages.
- Will provide and implement design recommendations to lower cost and improve efficiency in Agile development.
- Will work with a team of fellow interns in an 6-week case study, culminating in a judged competition.

University of Michigan / Computer Consultant
Ann Arbor, MI | Sept. 2019 – Present

- Provided valuable service to the technology needs of the College of LS&A faculty and students.
- Handled walk-in requests and applied critical thinking and independent knowledge to troubleshoot IT issues.
- Utilized expertise in softwares including Camtasia, Adobe CC, and instructional support devices to assist clients.

The City of Ann Arbor / User Experience Researcher
Ann Arbor, MI | May 2018 – July 2018

- Worked with the customer service sector of the City of Ann Arbor's Public Works department with a team of four.
- Conducted UX field research to develop a full analysis of service processes and recommendations for improvement.
- Collaborated with teammates to write a detailed plan to implement an AI-enabled IVR system to reduce call volume.

LEADERSHIP & HONORS

Accenture / Student Empowerment Program Fellow
Mar. 2019 – Present

- Selected among 150 college students nationwide to participate in professional consulting-focused learning series.
- Paired and connected with full-time Accenture mentor and gained valuable career and problem-solving skills.

Michigan Community Scholars Program / Peer Advisor
Apr. 2018 – Apr. 2019

- Planned and facilitated social justice and campus climate dialogues among the members of the learning community.
- Raised awareness about relevant current events and initiated volunteer service and positive community involvement.

Kappa Theta Pi Professional Fraternity / Member
Jan. 2019 – Present

- Active participant in the only professional technology fraternity at the University of Michigan.
- Attended professional, technical, and skill development events and chapter meetings with fellow members.

(517) 599-5562

kjsweitz@umich.edu

<https://kelleysweitzer.com>

[linkedin.com/in/kelleysweitzer](https://www.linkedin.com/in/kelleysweitzer)

EDUCATION

University of Michigan

B.S. in Information Science

Ann Arbor, MI | 2017 - 2021

Major: User Experience Design

Minor: Computer Science

GPA: 3.65 **Major GPA:** 4.00

Relevant Coursework:

Data Structures (EECS 280)

Statistics & Data Analysis (STATS 250)

Graphic Design (SI 320)

Programming Concepts (EECS 183)

SKILLS

Tools:

Adobe Illustrator
Adobe Photoshop
Adobe Premiere
Figma
InVision
Microsoft Office

Code:

C++
Python
HTML5
CSS
Git
Bootstrap
Flask
Jinja

UX:

Voice UI Design
Agile
Scrum
Wireframing
High-Fidelity Mockups
Competitive Analysis
Heuristic Evaluation



Portfolio:

<https://kelleysweitzer.com>