

# Kimberley Johnson

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## SUMMARY

UX professional with internship experience in design and research, skilled in usability testing and prototyping.

Passionate about creating intuitive experiences and contributing through design, research, and teaching support.

## SKILLS

### Design Tools

Figma, Miro, Adobe Creative Cloud

### Project Management

Jira, Confluence

### User Experience

UX Design, User Research, Usability Testing, Interaction Design, Information Architecture, Design Thinking, Prototyping, Wireframing, Personas, Customer Journey Mapping

## EDUCATION

### Kent State University

Master of Science

User Experience

Expected Graduation: Dec 2025

## EXPERIENCES

May 22  
Present

### Pet Associate (Retail Sales Associate)

PetSmart | *Pearland, TX*

- Proficient in delivering exceptional customer service to pet owners with empathy, addressing concerns, and implementing effective solutions
- Provided safe, attentive care and handling for reptiles, fish, and small animals by maintaining clean habitats, monitoring health, and supporting pet parents with care guidance
- Designed and prototyped a time request app, leveraging user feedback, iterative testing, and wireframing to optimize usability

Jan 25  
Aug 25

### UX Design Intern

HCSS | *Sugarland, TX*

- Designed and built a chip component in Figma as part of a scalable design system, improving consistency and usability across an enterprise construction management platform.
- Created a style guide documenting component variants, interaction patterns, and accessibility standards to support design system adoption across teams
- Conducted user research and testing with construction professionals to refine the Contacts page, improving task efficiency and user satisfaction

Oct 17  
July 19

### Social Media Coordinator & Jr. Web Designer

Farouk Systems | *Houston, TX*

- Led the pathway to create engaging videos, graphics, and advertisements for CHI, BioSilk, and Farouk haircare products
- Designed storyboards and visual layouts to prepare for the production and web team
- Collaborated with graphic designers, marketers, and production team to execute social media campaigns for retail brands such as ULTA, Target, and HSN
- Managed e-commerce website integration via WooCommerce & WordPress, while enhancing customer interaction and response rates on social media

May 16  
Oct 17

## **Web Designer**

Sprinkler Warehouse | *Houston, TX*

- Managed Volusion and Magento CMS websites, overseeing content updates, site maintenance, and user engagement
- Photographed and edited product images to enhance visual appeal and drive customer interest
- Produced motion graphics and videos with Adobe After Effects and Premiere Pro, creating compelling and engaging content
- Increased YouTube channel subscribers by 400 in 9 months through strategic content creation and audience engagement

July 13  
July 14

## **Web & Interactive Designer**

ClickGrafx Creative | *Houston, TX*

- Developed custom web templates for medical professionals, authors, and small business owners, ensuring a user-centered design approach tailored to each client's audience
- Designed, edited, and maintained websites using WordPress CMS, focusing on responsive design and seamless user experience across devices
- Provided client training to empower users to manage their websites independently, emphasizing intuitive content management and user-friendly interfaces.
- Structured and optimized website navigation and information architecture for improved content discovery and efficient content management

June 12  
May 13

## **eLearning Developer**

Coley GCS (formerly, Coley & Associates) | *San Antonio, TX*

- Educated Disabled Veterans and people with disabilities to help them cope with their life situations through accessible interactive content
- Designed and developed interactions using ActionScript 3.0 in Flex Framework
- Tested web applications using JAWS and NVDA for accessibility, ensuring Section 508 compliance
- Added closed captioning to eLearning Courses and recorded voice-overs

Sept 10  
June 12

## **Web Developer**

NEXT Financial Group & 4WARD Financial Marketing | *Houston, TX*

- Edited, published, and modified company websites using HTML, CSS, XML, JavaScript, and PHP in the Joomla Content Management System
- Designed custom templates in Adobe Illustrator and converted them to fillable PDFs
- Captured and edited photographs for company events, websites, and marketing campaigns
- Added keywords, alt tags, and rich media content to client websites for Search Engine Optimization