

KELLY MILLER, JR.

USER EXPERIENCE DESIGNER

kmillerjr26@gmail.com

kmillerjr26.github.io/portfolio

SUMMARY

Adaptable UX design professional with a strong graphic design background backed by an analytical, client-oriented mindset. Experienced with user research methods, information architecture, usability testing, and interaction design to create intuitive digital products.

EDUCATION

February-August 2023

THE GEORGE WASHINGTON UNIVERSITY - COLLEGE OF PROFESSIONAL STUDIES

UX/UI Design, Certificate

August 2019-December 2022

GEORGE MASON UNIVERSITY

Graphic Design, B.A.

Web Design Minor

September 2016-May 2019

NORTHERN VIRGINIA COMMUNITY COLLEGE

Graphic Design, A.A.S.

SOFTWARE

Adobe XD, After Effects, Excel, Figma, Github, Illustrator, InDesign, InVision, Mac OS, Miro, Photoshop, Powerpoint, Publisher, Windows OS, Word

SKILLS

HTML/CSS, Information architecture, JavaScript, Motion graphics, Photomanipulation, Rapid prototyping, User research, Usability testing (guerilla, A/B), Wireframing

EXPERIENCE

Related Experience

February-September 2021

GEORGE MASON UNIVERSITY - FAIRFAX, VIRGINIA

Graphic Design Intern - Integrated Enrollment Marketing (IEM)

- Collaborated with IEM team to design various marketing materials to promote incoming freshman and transfer Fall admissions to Class of 2025
- Designed digital content including social media posts, e-mail images, web banners, and infographics, along with print materials including postcards and stickers under the Mason Brand Guide that helped push enrollment of prospective students
- Created imagery for Facebook, Instagram, and Twitter posts that maintained high user engagement with Mason Admissions' social media accounts

Additional Experience

July 2022-present

OFFICE DEPOT - STERLING, VIRGINIA

Service Advisor/Key Carrier (September 2023-present)

- Responsible for managerial tasks related to cash management, inventory restocking, and store upkeep in addition to duties as a print service advisor
- Helped lead Copy and Print team to a 200% increase in placing in-store orders through the company's Online Print Center, which improved pricing accuracy and upselling opportunities

Service Advisor - Copy and Print Department (July 2022-September 2023)

- Operated various machinery and finishing equipment to perform copy and print services according to customer needs, including FedEx/USPS shipping and light graphic design work in a high-volume, fast-paced environment
- Strengthened customer relations by providing exceptional service with a customer-first approach
- Assisted team members with sales floor tasks including front checkout, processing online orders, answering phone calls, and curbside pickup