

# KELLY MILLER, JR.

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## OBJECTIVE

UX/UI design professional focused on delivering intuitive digital products with a human-centered approach. Utilizes expertise in research, prototyping, and information architecture to create experiences that align with business goals and user needs.

## EDUCATION

*February-August 2023*

### The George Washington University - College of Professional Studies

UX/UI Design, Certificate

*2019-2022*

### George Mason University

Graphic Design, BA

Web Design Minor

## SOFTWARE

Adobe Creative Suite, Eclipse, Figma, GitHub, Mac OS, Microsoft Office Suite, Visual Studio Code, Windows OS

## SKILLS

HTML/CSS, Information architecture, Java, JavaScript, Motion graphics, Object-oriented programming, Photomanipulation, Python, Rapid prototyping, User research, Usability testing (guerilla, A/B), Wireframing

## EXPERIENCE

*July 2022-present*

### Office Depot | Sterling, Virginia

Service Advisor – Copy and Print | Key Carrier (*September 2023-present*)

- Managed cash deposits, inventory processes, and daily store operations in addition to upholding duties as a print services advisor
- Performed opening and closing responsibilities to ensure associate safety and store security
- Trained new sales floor and print associates according to the Store Operating Procedures (SOP) to develop an effective, collaborative sales team
- Motivated store associates to promote a selling culture to reach and exceed daily sales and conversion metrics

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 to fulfill over 100 online and in-store orders per week
- Enhanced customer satisfaction by providing expertise and suggestions on printing needs to deliver high-quality products in a timely manner
- Assisted team members with sales floor tasks including front checkout, processing online pickup orders, answering phone calls, and curbside pickup

*February-September 2021*

### George Mason University Integrated Enrollment Marketing (IEM) | Fairfax, Virginia

Graphic Design Internship

- Collaborated with IEM team to design various marketing materials to promote incoming freshman and transfer Fall admissions to Class of 2025
- Designed digital social media content, e-mail images, and infographics, along with print materials including postcards and stickers that helped push registration to a full-sized incoming class
- Created social media content for Facebook, Instagram, and Twitter that increased user engagement with Mason Admissions' social media accounts