

# Kaitlin Hulet

## UX/UI Design

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### LinkedIn

<https://www.linkedin.com/in/kaitlin-hulet-a9b73321a/>

**Portfolio** kthulet.com

## Area of expertise

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### Soft Skills

- Proficient in training new and experienced team members on existing and new SOPs
- Ability to solve complex problems quickly and effectively
- Skilled in communicating complex and difficult content to new and experienced teams
- Develop personal and safe relationships when conducting research interviews
- Experienced in quickly understanding the dynamics of a team
- Competent in managing projects with time sensitive deadlines

### Attention to Detail

- Created a simple yet efficient tracking system for team members to access coaching feedback
- Quickly identify and correct formatting issues on wireframes and prototypes
- Analyze research data to identify user needs and blockers

### Adaptability

- Rapidly adapt to new tasks, policies, and procedures
- Capable of quickly learning new programs and software for product and project utilization
- Outside of the box thinker when creating content for team success

### Programs and Software

- Figma, FigJam
- Adobe XD
- Miro
- Balsamiq Wireframes
- Microsoft Suite (Word, PowerPoint, Excel)
- Slack, Microsoft Teams

### Technical Skills

- Wireframing
- Personas
- User flows and journeys
- Prototyping
- User research
- HTML, CSS

## Work History

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**Bookkeeper** | IT Business Solutions | Ogden, UT | Jan 2022-Present

**Customer Support Lead** | Vivint Smart Home | Provo, UT | May 2017-July 2021

**Customer Support Specialist** | Vivint Smart Home | Provo, UT | Oct 2016-May 2017

## Education and Certificates

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**UX/UI Professional Education Boot Camp Certification** | University of Utah | May 2022

**Microsoft Excel for the Data Analyst** | Microsoft | Sep 2019

**Bachelor of Science: Criminal Justice** | Southern Utah University | Dec 2011

**Associate of Science: Biology** | Snow College | May 2010