Kaitlin Hulet

OREM, UT

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Summary

Passionate and detail-oriented UX/UI designer with years of experience in interpersonal communications, quickly learning new programs, and problem solving. Proficient in making swift decisions with minimal information and maintaining work efficiencies with limited to no supervision.

Technical Skills

Technical: Figma, FigJam, Adobe XD, Miro, Balsamiq Wireframes, Microsoft Suite (Word, PowerPoint, Excel), Slack, Microsoft Teams, Html, CSS

UX/UI: UX Wireframing, Personas, User flows and journeys, Prototyping, User Research, UX Interviewing, User Testing, Design Thinking,

Projects

Yard Sale Trail | Link
> **Summary:** An app that helps connect secondhand shoppers with the yard sales in their area.
> **Core Responsibilities:** User research, User persona, ideation, Wireframing, Prototyping, User Testing
> **Tools:** FigJam, Figma, Balsamiq

NKUT Website Redesign | Link
> **Summary:** A redesign of the No Kill Utah website. An initiative of Best Friends Animal Society.
> **Core Responsibilities:** User research, User persona, ideation, Wireframing, User Testing
> **Tools:** FigJam, Figma, Balsamiq

Government Website Redesign | Link
> **Summary:** A redesign of the Canada Border Service Agency webpage and navigation.
> **Core Responsibilities:** Informational Architecture, Style Guide, Wireframing, Prototyping, User Testing
> **Tools:** Miro, Adobe XD

Experience

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

- Competent in managing projects with time sensitive deadlines
- Capable of quickly learning new programs and software for product and project utilization

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

- Created a simple yet efficient tracking system for team members to access coaching feedback
- Skilled in communicating complex and difficult content to new and experienced teams
- Proficient in training new and experienced team members on existing and new SOPs
- Develop personal and safe relationships when conducting research interviews
- Outside of the box thinker when creating content for team success

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

- Experienced in quickly understanding the dynamics of a team
- Ability to solve complex problems quickly and effectively
- Rapidly adapt to new tasks, policies, and procedures

Education

UX/UI Professional Education Boot Camp Certificate│University of Utah
Microsoft Excel for the Data Analyst│Microsoft
Bachelor of Science: Criminal Justice│Southern Utah University
Associate of Science: Biology│Snow College