Miranda Brown

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SUMMARY

UX/UI designer with a background in digital design, front-end development, and Figma. Experience in prototyping and current user interface design trends, as well as an understanding of Material Design and iOS guidelines.

TECHNOLOGIES & SKILLS

Figma, Invision, Adobe Photoshop, Jira, Confluence, Salesforce, Oracle, Zendesk, Active Directory, HTML, CSS, JavaScript, C++, Wireframing, Prototyping, User Experience Design, User Interface Design, Typography, Iconography, User Personas, Logos

EDUCATION & CERTIFICATIONS

CareerFoundry, UI Design
- Courses: UI Immersion, Front-End Development for Designers

Western Governor's University, Software Development
- Courses: Web Development, UI Design, UX Design

CompTIA Project+

ITIL Foundations (v4)

PROJECTS

The Capsule - View Project
- A responsive e-commerce app created in Figma that allows users to shop for clothing/apparel, at any place and time.

Rx Runner - View Project
- A native app created in Figma that provides gig workers (independent contractors) with the ability to deliver medication & medical equipment to homes, businesses, and clinics in their city.

Macro Munchies - View Project
- A responsive recipe app created in Figma that makes finding the best recipes easy without the hassle of scrolling through countless recipes and converting measurements by hand.

EXPERIENCE

Conduent - Customer Service Representative
October 2023 - Present
- Assisting callers with renewing Medicaid coverage and submitting new applications
- Escalating benefits-related issues promptly to the appropriate teams
- Answering basic benefits questions and confirmed current coverage information for callers

Talkdesk - Technical Support Representative
October 2021 - August 2023
- Prioritized time-sensitive tasks to adhere to client deadlines by at least 97% monthly
- Collaborated with cross-functional teams to meet monthly business and team goals
- Delivered technical solutions by helping new clients learn how to set up their call center software

Marathon TS - Technical Support Representative
November 2019 - March 2021
- Established rapport with clients by providing them with updates on the delivery of parts and labor they've requested
- Demonstrated great attention to detail by analyzing tickets for critical information necessary for the completion of deliveries.