

# KEVIN MIHALICH

## User Experience Designer

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216-375-5741

### SUMMARY

UX professional with 7+ years in designing customer facing interfaces; five years of leading UX efforts in an Agile environment. Passionate about crafting experiences that are simple, elegant, and useful.

### EXPERIENCE

#### **Sherwin-Williams**

##### **User Experience Designer**

Sep 2019 - Present

- UX resource dedicated to product strategy & design for a new suite of B2B applications supporting Sherwin-Williams automotive customers.
- Tasks include: Contextual inquiry research, expert reviews, external vendor collaboration, low- and high-fidelity mockup design.

#### **Alliance Data Card Services**

##### **User Interaction Designer**

Sep 2015 - Sep 2019

- Served as a dedicated UX resource to multiple agile development teams overseeing the Customer Account Center platform.
- Lead design and UX efforts on multiple high priority projects with large consumer impact and visibility.
- Tasks include: Competitive design research, wireframing, low- and high-fidelity mockup design, functional prototype creation, usability testing, specification documentation, IT agile team support.

#### **Nationwide Insurance**

##### **Analyst, IT Analysis**

Jan 2014 - Sep 2015

- Served as line requirements analyst for multiple agile teams supporting Nationwide's customer-facing applications, including the Customer Account Management system and mobile application.
- Created the story backlog for a tier 1, multiple-release project; supported the project through a team transition.
- Helped with various continuous improvement and uplift efforts in the requirements space.

#### **Web Design Intern / Contractor**

Oct 2012 - Dec 2013

- Edited, published, and maintained content for Nationwide's intranet site, "InSide".
- Assisted with designing, testing, and developing the front-end for Nationwide's 2013 intranet redesign project.
- Designed branded images (banners, graphics, icons, etc.) for use on both the "InSide" site and new Sharepoint pages.

### EDUCATION

#### **The Ohio State University**

##### **B.A. New Media &**

##### **Communication Technology**

Sep 2009 - May 2013

### SKILLS

#### **Design / Research**

Sketching, Wireframing, Prototyping, Responsive Design, Mobile Design, Accessibility (WCAG 2.1)

Competitive Analysis, Information Architecture, Surveys, Contextual Inquiry, Personas, Scenarios, Brainstorming, Usability Testing, Documentation

#### **Tools / Software**

Axure RP  
Figma  
Sketch  
UXPin  
InVision  
Adobe Creative Suite  
Confluence  
JIRA

#### **Development**

HTML  
CSS