

# Kevin Mihalich

3527 Albany Knoll Ln Apt F, Columbus, OH 43219

216-375-5741

[www.kevinmihalich.com](http://www.kevinmihalich.com)

[kmihalich@gmail.com](mailto:kmihalich@gmail.com)

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## Overview

I am a User Interaction Designer with a passion for crafting experiences that are simple, elegant, and useful.

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## Experience

### User Interaction Designer

#### Alliance Data Card Services Sep 2015 - Present

- Served as a dedicated User Experience resource to Agile Development teams overseeing the Account Center web platform.
- Responsible for crafting and delivering quality user experiences, with the flexibility to function across different end user devices and brand variations.
- Lead design 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.

### Analyst, IT Analysis

#### Nationwide Insurance Jan 2014 - Sep 2015

- Served as line requirements analyst on multiple high-tier projects for Nationwide 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.
- Promoted to Senior Analyst for the Nationwide mobile application team in December 2014.

### Web Design Intern / Contractor

#### Nationwide Insurance Oct 2012 - Dec 2013

- Edited, published, and maintained content for Nationwide's intranet.
- Coordinated layout and migration of intranet content to the department's new SharePoint site.
- Assisted with designing, testing, and developing the look and feel of Nationwide's 2013 intranet redesign.
- Prototyped existing intranet pages into the new 2013 design and presented to content owners.
- Designed banners, graphics, and icons in line with the brand for Nationwide's intranet renewal.

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## Education

### B.A. in New Media & Communication Technology

#### The Ohio State University Sep 2009 - May 2013

Notable Coursework: Web Communications, Evaluation & Usability Testing, User Centered Communication Design, Visual Communication Design, Principles of Human-Computer Interaction, Typographic Design