Kevin Mihalich
User Experience Designer

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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 - Oct 2020

- 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 site and Nationwide mobile app.
- 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 of 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
Figma
Axure RP
Sketch
UXPin
InVision
Adobe Creative Suite
Confluence
JIRA

Development
HTML
CSS