

KEVIN MIHALICH

User Experience Designer

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216-375-5741

SUMMARY

UX professional with 7+ years in designing digital web and mobile experiences; four years of leading UX efforts in an Agile environment. Actively searching for my next career in the Cleveland, OH area.

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 front-end of Nationwide's 2013 intranet redesign project.
- Prototyped existing intranet pages into the 2013 design and presented to content owners.
- Designed branded images (banners, graphics, icons, etc.) for Nationwide's 2013 intranet redesign project.

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, Personas, Scenarios, Brainstorming, User Testing, Documentation

Tools / Software

Axure RP
Figma
UXPin
InVision
Adobe Creative Suite
Confluence
JIRA

Development

HTML
CSS