

Nia Holmes

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EDUCATION

University of Michigan School of Information, Ann Arbor, MI **Expected May 2027**
Bachelors of Science in Information (BSI) User Experience (UX) Design

- **Relevant Coursework:** Intro to Programming (Python), Intro to Web Development & Accessibility, Intro to UX Design, Information Studies, Human-Computer Interaction, Intro to Qualitative Methods.

PROJECT EXPERIENCE

Web/UX Designer, Class Client Project **January 2025-March 2025**

- Designed a responsive website for the UMSI Student Success team, improving student access to and understanding of campus resources.

Web/UX Designer, Class Final Project **March 2025- April 2025**

- Designed and developed a responsive website enabling users to easily access up-to-date information about TV shows and movies, simplifying their viewing decisions.

WORK EXPERIENCE

Front of House Team Member, Chick-fil-A, Chicago, IL **May 2024- August 2024**

- Delivered high-quality customer service to over 50 guests per shift in a fast-paced environment, resulting in strong communication and problem-solving skills and positive customer feedback.
- Collaborated with a team of 12 staff members to streamline order fulfillment, increasing customer satisfaction and executing efficient work.

Instructional Assistant, SI 539 Web Dev & Accessibility, Ann Arbor, MI **August 2025- Present**

- Supported the Graduate Student Instructor (GSI) by assisting in 2 weekly discussion sections of 20 students, clarifying coursework concepts and answering questions to improve class understanding.
- Evaluated and graded weekly assignments for all enrolled students, ensuring timely and constructive feedback for student success.

Receptionist, Rackham Graduate School, Ann Arbor, MI **September 2025-Present**

- Aided approximately 20 graduate students per week by answering inquiries and directing them to relevant campus resources, enhancing satisfaction with student services.
- Coordinated with office staff in organizing events for the semester, contributing to smooth event operations.

SKILLS

Design & Prototyping: Figma, Canva, Wireframing.

User Experience & Research: User Research, User Interviews.

Technical Skills: Python (basic), HTML, CSS, JavaScript (basic), Google Workspace.

Professional & Interpersonal Skills: Customer Service, Attention to Detail, Time Management, Team Collaboration, Problem Solving, Organizational Skills, Communication.