

# Ryan Kelton

(856) 571-5529 | [rkelton1@asu.edu](mailto:rkelton1@asu.edu) | <https://www.linkedin.com/in/keltonryan/> | <https://www.ryankelton.com/>

## EDUCATION:

**Masters of Science in Graphic Information Technology**  
Arizona State University

**Jan 2023-Present**  
GPA: 4.00/4.00

**Bachelors of Science in Graphic Information Technology**  
Arizona State University  
*Focus: Front-End Web Design & Development*

**Aug 2020-Dec 2022**  
GPA: 4.00/4.00

## PROFESSIONAL EXPERIENCE:

### Barista

**Aug 2018-Present**

Starbucks

- Train and develop partners on beverage standards and position expectations resulting in customer satisfaction and minimal product waste.
- Problem-solve customer service issues through effective listening, a customer-first approach, and communication to ensure satisfaction.
- Communicate with management, co-workers, and customers in a fast-paced environment to meet business expectations, achieve optimal team work, and to cultivate strong client relationships.
- Troubleshoot inventory, appliance, and facility issues resulting in customer satisfaction, functioning tools, and optimal working conditions.
- Received a Coffee Master and Barista Trainer certification and Partner of the Quarter award.

### Graphic Designer

**May 2022-Present**

Freelance

- Develop creative and human-centered design solutions through active listening and observation resulting in client and user satisfaction.
- Manage projects and client relations through written and oral communication resulting in on-time deliverables.

## PROJECT EXPERIENCE:

**Junior Design Project, Fulton Schools of Engineering**  
Arizona State University

**Fall 2021**

- Conduct research on a website and its users through online survey tools, and in-person usability tests resulting in actionable data.
- Analysis data and patterns to create a list of user pain points to solve during the design phase.
- Manage the project and communicate with cross-functional team members through Slack, an online collaboration tool, resulting in on-time delivery and an exceptional grade.
- Solve user pain points with creative, innovative, and human-centered design solutions resulting in an improved user experience.

## TECHNICAL SKILLS:

- HTML 5, CSS, and JavaScript
- Visual Studio Code
- Figma
- Adobe Illustrator, Photoshop, InDesign, Xd, Premier Pro, After Effects
- Microsoft Office, Excel
- Qualitative and Quantitative Research Methods