

Simone A. Lattimore

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SKILLS

Front End: HTML5, CSS3, JavaScript, React, Material UI, Reusable Components, Responsive Design, Accessibility

Design: Figma, Sketch, Wireframes, Prototypes, Design Systems, User Flows, Consumer Centric Design

Tools: Git, Jira, Firebase, Node.js, Flask, REST APIs

EXPERIENCE

Hive Financial Systems

Infrastructure Intern, Atlanta, GA

Sep 2025 – Dec 2025

- Automated recurring reporting workflows with **Python** and **Bash**, cutting weekly prep time by 30%
- Improved cross team handoffs by tracking remediation in **Jira** with clear updates and ownership notes
- Authored internal runbooks to standardize repeat tasks and reduce follow up questions during execution

Gypsum Management & Supply

IT Network Intern, Dunwoody, GA

May 2025 – Aug 2025

- Collaborated with technical teams to isolate issues and drive fixes to completion using **ServiceNow**
- Reduced repeat issues by producing step by step troubleshooting guidance for support workflows
- Triaged requests, monitored alerts in **SolarWinds**, and escalated high priority incidents

TTEC

Customer Service Representative, Duluth, GA

Jan 2022 – May 2024

- Led 20+ escalated cases per day and improved resolution consistency with structured triage and follow up
- Ensured accurate handling of **PII** and maintained detailed notes to reduce rework and improve quality reviews

Georgia State Games

UI and UX Researcher, Atlanta, GA

Jan 2019 – Jun 2020

- Conducted user feedback sessions and synthesized insights to improve navigation and task flows
- Produced **wireframes** and clickable **prototypes** in **Figma** and iterated designs based on feedback

Flaming Heart Ministries

UI Designer Intern, Tucker, GA

Feb 2018 – Nov 2020

- Designed digital assets in **Figma**, **Canva**, **Photoshop**, and **Illustrator** on deadline
- Refined layouts with stakeholders to keep brand consistency across web and social channels

EDUCATION

Georgia State University, Atlanta, GA

2021 – 2025

Bachelor of Science in Computer Science | GPA: 3.50 out of 4.00

Honors: Dean's List, President's List

Relevant Coursework: Human Computer Interaction, Software Engineering, Data Structures and Algorithms, Data Science, Cybersecurity

PROJECT WORK

- **Hive Meeting Rooms Website and Display (Dec 2025):** Internal meeting room availability display for office TVs; improved refresh reliability and rollout usability. *JavaScript, HTML, CSS*
- **MuseMindAI (Aug 2025):** Idea generation web app; implemented stable user flows with validation and error handling. *Python, Flask, React*
- **Tutor In Your Area Website (Jul 2025):** Tutor marketplace experience for students; translated wireframes into responsive React interfaces. *Figma, React*
- **Flight Delay Predictor (Apr 2025):** ML model to predict flight delays; evaluated models and summarized results. *Python, Pandas, scikit-learn*

LEADERSHIP

RISE Scholarship Mentor

Aug 2024 – Dec 2025

Mentor

- Mentored 32 students on resumes and interviewing with structured feedback and follow ups
- Facilitated 6 workshops and networking events and supported internship preparation through action plans

UGA Human Behavior & UX Research Lab

Jan 2022 – Sep 2025

Research Contributor, Depression Study

- Coordinated scheduling for 60+ participants and managed study logistics while keeping artifacts organized
- Cleaned 500+ survey responses and synthesized key takeaways into concise summaries for reporting