**Valentina Wickham**

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<https://valwickham.github.io/VW-Portfolio-Site-/index.html>

# SUMMARY

Hardworking and passionate UX Engineer and Web Developer, ready to help the Team achieve company goals through hard work, attention to detail and excellent organizational skills. A Military Spouse motivated to learn, grow, and excel.

# CORE COMPETENCIES

• Information Architecture

• Wireframing

• Prototyping and Usability Testing

• Critical Thinking

• User Research

• User Personas Creation

• User Surveys

• User Interviews

• Design for Development

• Presentation Design

• Competitive Analysis

• User Journey Map and Flow

• Sitemaps

• User Centered Design

• Emotional and Visual Design

# EXPERIENCE

August 2022 - PRESENT

**UX DESIGNER AND WEB DEVELOPER, GovCIO**

Currently working on three Web Applications as the only UX Designer on the Team. These Applications are being designed and built with the scope to help VA's Service Organizations to increase their performance level, and to ease Employees' workload. The Design process is being developed in compliance with Section 508 requirements and Accessibility Standards/WCAG.

More in detail:

• Collaborating with Product Managers, Developers, Stakeholders, and Cross-Functional Teams to conduct User Research and collect Business Requirements, Business Rules, User Roles, and other important details to establish the MVP for each Product.

• Creating User Flows, User Personas, Journey Maps and User Case Studies to guide the design process and communicate design solutions to Stakeholders, and to support both Frontend and Backend Developers.

• Creating Low Fidelity to High Fidelity Wireframes, Prototypes, and Visual Designs for Web Applications using Adobe XD as software of choice for Design Solutions.

• Working with Development Teams to ensure designs were implemented accurately and to quality standards, by following Accessibility and 508 Section requirements, on Microsoft PowerApps.

• Conducting Usability Testing to validate design solutions.

• Continuously monitoring User Feedback and analytics to make data-driven design decisions and iterate on design solutions.

• Creating UI Style Guides and Icons tailored to each Application.

Other duties:

• Supporting the Design Process for VA's Service Organizations' Dashboards and Reports on Microsoft PowerBI.

• Creating presentations and visualizations for Service Organizations to showcase workflows of Organizational Processes,

using Microsoft Power Point and Adobe XD.

• Helping the Team craft optimal design solutions to simplify workflows of different organizational processes.

• Establishing branding through the creation of a Style Guide, which encompasses all aspects related to Accessibility.

January 2020 – August 2022

**UX DESIGNER, FREELANCE**

• Worked on the UX/UI Design for a Metaverse Social Networking App and the

UX/UI Design for a Video Game Digital Distribution Service and Storefront App.

• Worked on the Design for a new feature for hyprAUDIO to enable users to highlight soundtracks’ sections and share them with other users, enhancing collaboration.

• Worked on the Design for the landing page of the U.S. Department of Veterans Affairs' website, to make information more easily accessible to users. I conducted User Survey and Interviews, created the Wireframes and Prototype, and performed User Testing.

• Worked on the Design for a Tattoo App for iOS and Android. I conducted a Competitive Analysis, and I performed the roles of User Researcher, UX/UI Designer, and Interaction Designer.

• Worked on the Design for a Vocabulary App for iOS and Android. I conducted a Competitive Analysis, User Research Interviews and Surveys, built User Proto-Persona, Wireframing, followed by Prototyping, Usability Testing, and Improved Prototype.

• Worked on the coding of my own Portfolio website to showcase my projects.

June 2022 – August 2022

**PROMOTIONAL CONTENT DESIGNER, PNSC**

• Worked on the design and video editing for promotional content for Twitter.

• Reached an increased users' engagement by 25% with the first edited video.

June 2022 - August 2022

**PROMOTIONAL CONTENT DESIGNER, DESIGNER PRO**

• Worked on the design and video editing for promotional content for Twitter.

• Reached an increased users' engagement for Designer Pro App by 10% within a week.

May 2022 - June 2022

**VOLUNTEER GRAPHIC DESIGNER, HOLISTIC KIDS FOUNDATION**

• Worked on designs for social media posts related to Multiple Sclerosis Awareness, Stop Smoking Campaign and Promotion for the Lupita Handbook.

• Designed banners for Google Ads using the color palette and fonts chosen by the HKF.

• Developed and applied brand standards during complete redesign of all print, trade show, and social media marketing materials.

February 2022 – August 2022

**PRODUCT DESIGNER, WICKSCREATION**

• Developed and maintained online retail venue.

• Created store front, product creation and development, maintained inventory, managed marketing and advertising of shop.

• Achieved “Star Seller” badge for the month of July 2022, for providing an exceptional customer experience.

2018 - 2019

**TIER 1 HELP DESK, PEOPLEGURU, TAMPA (FLORIDA)**

• Installed image on different types of devices (Zotac, Asus, Azule Byte 3) through EaseUS Todo Backup, and saving images from same devices through same software

• BIOS configuration

• Installed Remote Desktop Application on different type of devices (ConnectWise, TeamViewer)

• Connected Security System to firm's server

• Prepared, shipped, and deployed 150+ mini-PCs to clients across USA

• Performed maintenance tasks on PCs, networks, and mobile devices.

• Set up PCs, projectors, and microphones for use in video conferencing rooms

• Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

• Managed system-wide operating system and software deployments as well as related software upgrade problems.

• Configured systems according to prescribed software and hardware frameworks.

• Performed troubleshooting and repaired peripheral devices such as printers and scanners.

• Linked computers to network and peripheral equipment.

• Imaged and prepared new computers for integration into company networks and systems.

• Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff.

July 2018 – October 2018

**LEVEL 3 PERSONAL TRAINER, YOUFIT, TAMPA (FLORIDA)**

January 2018 – May 2018

**PHYSICAL THERAPY AIDE, MOMENTUM PHYSICAL THERAPY, HELOTES (TEXAS)**

January 2013 – May 2018

**PERSONAL TRAINER, VARIOUS LOCATIONS**

September 2000 – July 2012

**ADMINISTRATIVE ASSISTANT, ELME S.R.L., SAN GIULIANO (ITALY)**

# EDUCATION AND TRAINING

2022

**SECTION 508 CERTIFICATIONS**

• Developing Section 508-Compliant Web Content Part 1.

• Developing Section 508-Compliant Web Content Part 2.

2020

**UX DESIGN CERTIFICATION, UX IMMERSION AND FRONTED DEVELOPMENT FOR DESIGN**

**CAREER FOUNDRY**

Dedicated 400+ hours to CareerFoundry's Bootcamp course in User Experience Design in order to transition into careers that align with my passion for innovation and technology.

2018-2019

**COMPUTER HARDWARE & SOFTWARE, NETWORK AND SECURITY**

**COMPUTER COACH, TAMPA (FLORIDA)**

Credential ID 12499961

2015 - 2018

**BACHELOR OF SCIENCE IN KINESIOLOGY,**

**UNIVERSITY OF TEXAS AT SAN ANTONIO**

Major: Kinesiology, Minor: Wellness

UTSA GPA: 3.71 Cum Laude; Major in Kinesiology GPA: 3.80

Dean’s List: 2014, 2015

President’s List: Fall 2016, Spring 2017

2001- 2012

**BACHELOR OF SCIENCE IN VETERINARY MEDICINE,**

**UNIVERSITA’ DEGLI STUDI DI MILANO, FACOLTA’ DI MEDICINA VETERINARIA**

# TOOLS & SOFTWARE

# • Figma

# • InVision

# • Balsamiq

# • Marvel App

# • Sketch App

# • Usability Hub

# • Atom

# • Adobe Creative Cloud Apps

# FRONTEND DEVELOPMENT SKILLS

• HTML

• CSS

• JavaScript

# LANGUAGES

• Italian

• English

• French

# OTHER SKILLS

• Excellent design sense, attention to detail, and ability to translate user needs into design solutions.

• Strong communication and collaboration skills.

• Experience with user research and usability testing.

• Detail-oriented with strong problem-solving and analytical skills.

• Ability to work in a fast-paced environment and meet tight deadlines.

• Experience with agile Scrum Teams, methodology and tools.

• Experience with creating and managing issues on Jira, to document the work being planned and done for each project.