

KELLY NELSON

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SUMMARY

Designer skilled in user-centered design with a background in visual design and multimedia production. Problem solver with several years of public speaking and presenting, able to communicate confidently and speak to large audiences. Attention to detail, full of creative solutions with a trained eye for design.

TECHNICAL SKILLS

Software: Adobe Suite, Figma, Notion, Microsoft Office, Clip Studio Paint, and Google Suite.

Research Skills: Journey Mapping, Empathy Mapping, User Interviews, User Testing, and Competitive Analysis.

Design Skills: Illustration, Photography, Graphic Design, UX/UI Design, and Brand Development.

PROFESSIONAL EXPERIENCE

Data Entry Specialist, *The Great Plains Laboratory*, Remote / Lenexa, KS 06/2020 -09/2022

- Facilitated company procedures, entering data for approximately 170-300 patients a day and organizing their information and results for easy processing.
- Delivered excellent customer service, providing test results and sending priority letters requesting resamples or clarifications when needed.
- Improved data entry accuracy by thoroughly verifying each document before sending results.

Freelance Graphic Designer, *Self-Employed*, Remote 05/2013 - 06/2020

- Built an independent graphic design portfolio providing work for clients such as the U.S. Space and Rocket Center; most notably illustrating space suits for a traveling exhibit.
- Provided customers with design products including illustrated personal commissions, custom certificates, ballots, signage, and presentation pieces.

Graphic Designer, *Mac's Sportswear*, Kansas City, MO 11/2018 - 06/2020

- Designed artwork and products for up to 5 clients per day, providing unique, tailored designs.
- Provided efficient and clear customer service, corresponding with clients over the phone or through email for art approvals or to iterate designs.
- Collaborated with colleagues; problem-solving and sharing ideas to deliver quality products.

Theater Technician, *U.S. Space and Rocket Center*, Huntsville, AL 05/2015 - 10/2017

- Offered a unique experience in a space dome IMAX theater by loading and running up to 7 shows a day.
- Also presented brilliant, educational 3D movies in another theater 7 times a day by loading the material and handing out glasses.
- Helped bring amazing lectures and events to life by assisting guest speakers with their presentations three times a month.
- Worked with a team to provide an exceptional movie-going experience for all visitors.

Museum Guide, *U.S. Space and Rocket Center*, Huntsville, AL 05/2014 - 05/2015

- Educated visitors 4 times a day by performing a series of interactive presentations about the ISS and science presented as magic tricks.
- Became a liaison between hundreds of daily visitors and the information offered at the museum.
- Toured groups in the history of NASA, Redstone Arsenal, and Huntsville, Alabama.

EDUCATION

Certificate, UX/UI Design, *Thoughtful*, Remote 10/2022 - 03/2023

- Conducted user surveys and interviews; leveraged data to develop personas, empathy, journey maps, user stories, and flows to make informed design decisions.
- Utilized the double-diamond process and design sprint while creating effective case studies to showcase findings and design decisions with clients and stakeholders.

Bachelor's Degree of Fine Arts in Graphic Design, *The Creative Center* 05/2013

Associates of Occupational Studies, Design, Illustration, and Computer Graphics, *The Creative Center* 05/2012