

# KELSEY BROWN

UX DESIGNER

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## EXPERIENCE

### UX Designer / Superworld

NOVEMBER 2020 - MARCH 2021 (LOS ANGELES, CA)

- Design of the user flow and application screens for the real ar experience for iOS and Android
- Research for the implementation of an NFT marketplace including user and stakeholder interviews
- Collaboration with Product Management and Software Developers to iterate on design proposals within sprint timelines
- Finalize the onboarding screens and style guide under the direction of the UX lead for the latest release

### UX Consultant / Aspire360

MAY 2020 - JUNE 2021 (NEW YORK, NY)

- Designed and shipped an internal dashboard that streamlines employee workflow
- Developed personas, usability requirements, user journey, process flow, design and prototype and conducted user testing
- Articulated research findings, concepts, and design decisions, to stakeholders

### Customer Support / Datto

MARCH 2016 - MAY 2020 (NORWALK, CT)

- Sought successful resolution of customer inquiries received through email and chat
- Categorized and tracked incidents reported by customers in Jira and logged all customer contact in Zendesk
- Maintained a high level of customer satisfaction and adherence to partner service level agreements
- Resolved issues and worked collaboratively within and across team to ensure resolutions to customer problems

## EDUCATION

CUNY- Lehman  
**B.A. Anthropology**  
Distinction, GPA 3.87  
**General Assembly**  
**User Experience Design**  
Certificate of Completion

## SKILLS

Illustration  
Visual Design  
Prototyping  
User Research  
Journey Mapping  
Usability Testing  
Branding  
Heuristic Evaluation

## TOOLS

Figma  
Sketch  
Adobe XD  
Illustrator  
InDesign  
Photoshop  
Invision  
ZenDesk  
Jira