

Summary of Qualifications

- Experience in multi-functional roles, including User Experience (UX) Design, User Interface (UI) Design, User Research, Usability Testing, Graphic Design, Web Design and Development, Content Writing and Editing, Digital Marketing, Software Testing, Business Analysis, Instructional Design, Storyboarding, Online Courseware, and Curriculum Development
- Experience working in deadline-oriented team and solo environments requiring organizational and time-management skills, attention to detail, and lifelong learning
- Front-end development skills: HTML5, CSS, JavaScript, JQuery, Bootstrap, SharePoint
- Extensive experience with Adobe Creative Suite and Microsoft Office on both PC and Mac
- Strong visual design, user experience, user research, photography, critical thinking, and problem-solving skills
- Education: User Experience Design & Development Graduate Certificate, eMarketing Graduate Certificate, and Bachelor of Arts (BA) Degree
- Portfolio samples available at <http://www.JenniferLyckeUX.com>. Full work portfolio available upon request.
- Current Secret Security Clearance

Career Experience

ManTech International Inc. (formerly Allied Technology Group), Virginia Beach, VA;

Webmaster, Multimedia Designer; 7/08 – Present

I am the Webmaster and Multimedia Designer for Command, Control and Communications Engineering Center (C3CEN), United States Coast Guard, Portsmouth, VA. I am responsible for designing, maintaining, and posting daily content to the US Coast Guard's portal sites for C3CEN, which get over 135,000 page views per month. I oversee the management, maintenance, and creation of over 125 subsites. I have redesigned C3CEN's Portal presence using SharePoint, SharePoint Designer, and Photoshop and have developed the standard templates and layouts for the entire IT Service Center, C4ITSC, as well role models for other Coast Guard units. I work with engineers, including Coast Guard government and military personnel, to manage the site's information architecture and content and to post technical documentation to websites. I am responsible for keeping websites current, 508 Compliant, and fully functioning, using SharePoint (Designer), HTML, CSS, JavaScript, JQuery, Photoshop, and XSLT in the Content Management System (CMS). I have used UX processes to design and develop new user interfaces, including graphics. I am also responsible for developing online surveys and forms for various departments at C3CEN in order to gather relevant data for user research. These forms have improved the business processes for departments and have become examples for other Coast Guard units. I have researched and created advanced customized SharePoint workflows to improve efficiency of business processes. I am responsible for seamlessly migrating website content to new servers when units switch servers and platforms. I was also one of the primary beta testers for a new CMS tool implemented throughout the Coast Guard, reporting and analyzing issues to improve the tool's functionality.

Self-Employed Business Owner, Carrollton, VA;

Graphic/Web Design, Photography and Fine Art; 11/05 – 11/10

I was self-employed working for various clients, including user interface (UI) design, graphic design, illustration, web design, logo design, photography, portrait commissions, custom paintings, Photoshop lessons, local exhibitions, and a public art project. I was responsible for all aspects of running the business, such as digital marketing, advertising, proposal writing, customer service, communication, bookkeeping, website design and maintenance, Search Engine Optimization (SEO), web analytics, and podcasting.

CACI (formerly American Management Systems, Inc.), Norfolk, Virginia;**Graphic Designer, Multimedia Developer, Web Author, Tech Writer; 08/00 – 11/05**

I performed multi-functional roles on distance learning and software development projects, working with military and other government clients. I designed and developed nationally accredited SCORM-compliant Distance Learning courseware, including storyboarding, user interface (UI) design, graphics, photography, interactive animations, and narration for web courses in our Learning Management System and for CD-ROMs. I designed lesson plans for Army JROTC new curriculum to meet learning objectives and helped design a user interface for corresponding CD-ROMs. I met with clients for periodic updates to storyboards, scripts, web pages, and other multimedia. I edited textbook content which corresponded with Distance Learning curriculum. I was responsible for technical writing, developing, and designing the Help systems for AFJROTC Headquarters Management System and Cadet Inventory Management System. I also created presentation graphics, layouts, marketing materials, and brochures for proposals and presentations. I was a mentor to junior developers and participated in the team's hiring decisions.

Coastal Computer Services, Virginia Beach, Virginia;**Web Designer, Graphic Designer; 11/99 – 08/00**

I designed and developed websites from start to finish for a wide variety of clients. This included meeting with clients to discuss needs, requirements, and layout ideas, as well as creating custom graphics and photography for websites. I maintained and modified existing websites, according to client specifications. I was also responsible for the production of all in-house marketing material.

Military Newspapers of Virginia, Norfolk, Virginia;**Graphic Artist, Print Coordinator of Air Force Newspaper; 01/98 – 11/99**

I designed advertisements and layouts, digitally retouched photographs, and set up pre-press and color separations for weekly military newspapers and monthly publications. I worked closely with Air Force personnel to coordinate the printing of the weekly Air Force newspaper and assisted in the weekly pre-press setup of six other publications. I worked closely with clients and colleagues to meet tight deadlines in a fast-paced environment.

Education**Degrees/ Certificates:**

- User Experience Design & Development Advanced Certificate, Rochester Institute of Technology (RIT)
- E-Marketing Graduate Certificate, University of Virginia (UVA)
- Bachelor of Arts Degree (BA), Cum Laude, in Art, Messiah College

Specialty Training and Seminars: NYU User Interface Design, MIT User Interface Design and Interaction, SharePoint Designer, ASTD E-learning Instructional Design Certification, Visual Arts Symposium, Responsive Design, Interactive Web Design, Website Development, XML Programming, Dreamweaver, Photoshop, Director, Flash, InDesign, Desktop Publishing, Photography, Business Analysis

Design and Technical Skills

Skills: User Experience (UX)/User Interface (UI) Design, User Research, Wireframing, Prototyping, Graphic and Web Design, Usability Testing and Evaluation, Front End Development, Cognitive Psychology, Competitive Analysis, HTML5, CSS, JavaScript, JQuery, Bootstrap, Photography, XML, XSLT, PC & Mac

Software: Photoshop, Dreamweaver, SharePoint/Designer, Google Docs, Illustrator, Microsoft Office, Acrobat Professional, Moqups, Visio, RoboDemo/Help, InDesign, Google Analytics, Camtasia, Captivate, BlackBoard, GitHub, Flash, Designer's Edge, Contribute, Learning Space, Director, Fireworks, CourseBuilder, Quickbooks, Premiere