

MICHAEL GEPHART

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<http://digicom.lvc.edu/Gephart/Portfolio/index.html>

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User Experience Designer

Focused, creative UX Designer with strengths in qualitative and quantitative research, programming, user testing, systems evaluation, and problem resolution.

AREAS OF EXPERTISE

UX Research / User Interface Design

UX Reports/Prototyping

Qualitative & Quantitative Research

Usability Testing/ Journey Mapping

Programming / Business Technology

Interpersonal Skills

Digital Communications

Internal / External Clients

Collaboration / Teamwork

Surveys / Testing / Presentations

Project Management

Hands-on Research & Data Analysis

Graphic Design

Videography / Staging / Editing

Content Development / Writing

TECHNICAL SKILLS

Adobe Creative Suite / Sketch

AdobeXD / Invision

HTML5 / Cascading Style Sheets (CSS)

jQuery / JavaScript

PHP / Asp Programming

Microsoft Office

ASSOCIATIONS

National Society for Leadership and

Success

EDUCATION

Bachelor of Science, Digital Communications

2019

Lebanon Valley College, Annville, PA

Related Coursework: Project Management, Programming for Digital Media, Databases in Design, Usability Design & Testing, Advanced Usability, Storytelling for Digital Media 1 & 2

***Dean's List & Leadership Award Scholarship Recipient**

PROJECT HIGHLIGHTS

- Wrote test scripts for moderators to utilize during interactions with users. Observed and moderated users; consistently tracked data and errors.
- Generated reports and methodology for users. Compiled data into visuals, explained measurements and designed alternative system improvements as examples.

PROFESSIONAL EXPERIENCE

Graphic Designer, Intern

Jan. 2019 – May 2019

Cold Tree Creative, Lebanon, PA

- Designed and implemented graphics projects for clients of Cold Tree Creative.
- Utilized skills between Adobe Photoshop, Illustrator, and InDesign to complete various demands for graphic projects.
- Corresponded with clients through email and in-person meetings to assure the accuracy of projects.
- Corresponded with Art Director to supply supporting elements of designs with correct technical specs.

Customer Service Professional

May 2018 - Present

Café Panache, Lebanon, PA

- Serve customers in fast-paced environment across most areas of café – prep, direct support, register, etcetera.
- Resolve customer queries and problems, while collaborating with a cross-functional team.
- Created café website – responsively designed. <https://www.cafepanachelebanon.net/>

Department Float

Aug. 2013 – May 2018

Giant Food, Cleona, PA

- Provided general support across all departments.