

KIARA MARTIN

UX Designer

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EDUCATION

Designlab UX Academy
User Experience Certificate
May 2018 - March 2019

Lake Superior State University
B.S. Computer Networking w/ a
concentration in Web Development
August 2008 - April 2013

SKILLS

Sketching
Low to High-Fidelity Wireframing
User Personas
Storyboarding
User Research
Usability Testing
UI Design
Interaction Design
Responsive Web Design
Prototyping
HTML & CSS

TOOLS

Sketch
Photoshop
Illustrator
InVision
UXPin
Microsoft Office

PROJECTS

Google Aria • Designlab Project

8 weeks

- Designed and prototyped a mobile app to help monitor and manage diabetes
- Conducted research, user interviews, created user persona, sitemap, low-fidelity, high-fidelity wireframes
- Created branding that included a style guide, UI Kit, and logo

Spotify • Designlab Project

4 weeks

- Designed and prototyped a new social feature for Spotify: collaborative playlist called Spotify Player
- Conducted user interviews to understand music listening, sharing, and patterns
- Created user and task flows to integrate into existing design

Paws for a Cause • Designlab Project

4 weeks

- Designed and prototyped a responsive website for animal shelters
- Developed information architecture and interaction design
- Created branding that included a style guide, UI Kit, and logo

Kaus • Designlab Project

4 weeks

- Designed and prototyped a responsive website for an insurance agency
- Developed information architecture and interaction design
- Created branding that included a style guide, UI Kit, and logo

WORK EXPERIENCE

Implementation Consultant • Tyler Technologies Feb 2019 - Present

- Provide services such as consultation, software readiness, and education to clients on Tyler software products
- Educate users on software functionality as well as data entry, system administration, and user security
- Deploy updates and fixes to agencies handed off from the compliance development team
- Act as a liaison for support and the compliance development team

Software Analyst • Tyler Technologies Sept 2018 - Feb 2019

- Decreased compliance backlog case count from 100 down to 40
- Developed a growing educational OneNote for the Records team
- Addressed and resolved complex issues for Tyler clients and employees
- Trained new staff for Records Management Team

Application Specialist • Tyler Technologies Apr 2014 - Sept 2018

- Provided high-quality phone and email support of New World's software applications
- Performed extensive troubleshooting of key software and hardware components to closure
- Replicated complex customer issues
- Trained customers in system operation and software functionality