

TAMEKIA HATTER

UX/UI Designer

901-848-4616 | tamekiahatter@gmail.com | Portfolio: www.tamekiahatter.com

Skills

- Design Thinking
 - User Centered Design
 - Accessibility
 - Research Techniques
 - Usability Testing
 - Figma
 - Sketch
 - Wireframing
 - Soft skills in HTML & CSS
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Education

Strayer University
Master of Science in Computer Info Systems
2018-2019

Middle Tenn. State Univ.
Bachelor of Business Admin in Marketing
2007-2011

UI/UX Design Bootcamp
Interapt
February 2022 – May 2022

Work History

UI/UX Designer / Product Designer
CVS Health / Interapt
June 2022 – Present

- Collaborate with cross-functional SAFe and XP teams, including product owners, developers, and testers, to ensure user-centric design principles were integrated into the development process.
- Conducted extensive user research, including user interviews, surveys, and usability testing, to gather insights and feedback for improving internal healthcare applications and services.
- Translated user insights into actionable design solutions, creating wireframes, interactive prototypes, and high-fidelity mockups that aligned with SAFe's incremental development approach.
- Actively participated in SAFe and XP ceremonies such as sprint planning, backlog refinement and sprint demos to provide valuable UX input and maintain alignment with project goals.
- Collaborated with stakeholders to communicate design rationale, gather feedback, and iterate on designs to meet evolving industry requirements.
- Emphasizing usability while also taking accessibility into consideration.
- Participated in workshops that campaign for a universal understanding of human centered design throughout the product teams.

Technology Operations Analyst
Wells Fargo/TEKsystems - Dallas, TX
August 2021- December 2021

- Assist employees with configuring workstations.
- Tier 1 support for corporate hardware and software issues.
- Generate 10-15 ServiceNow tickets a day.
- Walk employees through assisted troubleshooting.
- Install and make changes to computer software.

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Clerk

U.S. Census Bureau - Irving, TX
August 2020 – January 2021

- Assist the Regional Census Center in coordinating, arranging, approving, vouchering, and auditing travel for over 50 offices, and all travels per office that includes at 3500 employees per office.
- Provide daily travel assistance and guidance to the Area Census Offices and Regional Census center for the Decennial operations.
- Coordinate and assist with corporate card reconciliations and tracking travel up to \$1.2 millions.
- Responsible for sourcing, organizing, booking, tracking, and handling travel requests for 50 offices, and all employees of the Regional Census Center.
- Ensure travels needs are met within the constraints of the General Service Administration (GSA).

Business Support Analyst II

ECS Federal / US Postal Service - Memphis, TN
July 2017 - January 2020

- Generated weekly performance reports for HQ.
- Assisted 100+ USPS high volume mailers with understanding the business and technical requirements for each program as well as establishing and registering new accounts or additional programs once established.
- Generated 75% of the Confirmation Service department Standard Operating Procedures. Recorded at least 50 incidents per day in Microsoft Access CRM tool.
- Generated 1-5 high impact ServiceNow tickets per month.
- Created innovative internal efficiencies for streamlining product and service support resulting in a 50% increase in incident resolution.
- Handled customers payment accounts and provided reports for millions of dollars in postage revenue.
- Designed commercial mailer checklist that is currently used by the Help Desk and Washington, D.C. headquarters team.