

K. Nicole Sage

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Missouri - Open to Relocate

(469) 996-7233 • [LinkedIn](#) • [Portfolio](#)

## UI/UX Designer

UI Designer • UX Researcher • Product Designer • Content Designer • eCommerce Experience Designer  
Wireframing • Prototyping • Experience Design • Adobe Illustrator • User Flows • Site Mapping • Figma • Interaction Design  
Launched a revenue-generating product • Drove growth • Developed Mobile Applications • Designed content for clientele  
• Kris Vallotton Award for Character & Leadership 2023 •

### TECHNICAL EXPERIENCE

PHNMLY LABS | Remote | February 2023 - April 2023

Technical Design Intern

*Innovation Camp*

- Collaborated with a team of designers to create an online curriculum
- Conducted user research by utilizing quantitative and qualitative methods
- Illustrated interface designs for online curriculum content
- Produced user journeys with high-fidelity wireframes

ABOVE & ABROAD | Remote | August 2022 - October 2022

UI/UX Designer

*Travel & Volunteer App*

- Utilized Figma to construct a mobile application from concept to prototype for developer hand-off
- Formulated surveys and card sorting activities and interviewed users to produce insights for UX research
- Constructed user personas from the data and insights I synthesized from my research
- Presented insights and final product

### RELEVANT WORK EXPERIENCE

Active Network | Dallas, TX | August 2019 - January 2020

eCommerce Operations Specialist

*A company that provides software solutions for organizations that promote active lifestyles and events.*

- I helped pioneer the launch of a new online refund product, resulting in a 100% revenue increase.
- Identified customer experience problems through a CRM channel and collaborated with developers to create and implement various technical solutions with an 85% success rate
- My team and I formed a partnership with a Meditation and Wellness App to offer additional benefits to our client's customers.

Macy's (North Park Mall) | Dallas, TX | June 2019 - August 2019

Sales Supervisor

*Department Store*

- Within my first month, I boosted sales in the children's department by 25% by using merchandising strategies, improving customer interactions through team training, and utilizing loss prevention tools.
- During a quarterly visit, the regional director acknowledged me for improving and increasing sales in the children's and young men's departments.
- As a team leader of 15 sales associates, I supported and coached my team while resolving internal and external disputes.

Doxa LLC. | Dallas, TX | April 2017 - January 2019

Account Manager to Operations Manager

*Sales Marketing Agency for Commercial Clientele*

- As an Account Manager for our client AT&T, I acquired and managed over 100 residential and commercial accounts.
- As an operations manager, I trained and supervised a team of three back-office personnel to handle customer complaints and inquiries, sales operations, and office event planning for company engagement.
- I helped over 400 commercial and residential accounts install their services by effectively communicating with our client's service installation team.
- I facilitated a dynamic and optimistic company culture through collaboration with my team by planning and coordinating various events.
- By creating a record of sales KPIs, the company could track success, identify areas for improvement, and plan revenue growth.

## EDUCATION

Bethel School of Technology | Remote - Redding, CA | April 2022 - December 2023

Certification in UI/UX Design

- Recipient of the Kris Vallotton Award for Character & Leadership 2023
- Graduated Cum Laude

Missouri State University | Springfield, MO | August 2011 - December 2016

BS in Fashion Merchandising & Design

- Activities and Societies include the Association of Fashion Design, Association of Black Collegiate, Missouri State Gospel Choir, and Ministry in Motion Praise Dance.

## SKILLS, CERTIFICATIONS, TECHNOLOGIES



UI/UX Design Certification • User Experience Research • User Interface Design • Figma • Sketch • Adobe XD • Adobe Illustrator • Adobe Photoshop • Prototyping • CSS/HTML • Graphic Art • Business Operations • Merchandising • eCommerce Operations • Presentation • User Flows • Style Guides • Usability Testing • Web and Mobile Design • Sales Operations • Team Leadership