**Joyniqua (Joy) Hall**

[joyhall808@gmail.com](mailto:joyhall808@gmail.com) | (413) 657-7353 | Jonesboro, Georgia

[LinkedIn](https://www.linkedin.com/in/joyhall/) | [Portfolio](https://joyhallportfolio.com/) | [GitHub](https://github.com/JoyH417)

**SUMMARY**

UX/UI designer proficient in Figma with a strong understanding of the design process. Standard knowledge of HTML, CSS and JavaScript. I have 5 years of customer service experience which has developed my communication skills and understanding of different users.

**TECHNICAL SKILLS**

**Methods:** User research, wireframing, prototyping, user-centered design, information architecture, responsive design, usability testing, HTML5, CSS, JavaScript.

**Tools:** Google Workspace, Figma, Adobe Illustrator, Photoshop Microsoft Office, Github, Miro, Flowmapp, Jitter, Invision, WCAG.

**Projects**

***Winetingz*** | [Case Study](http://joyhallportfolio.com/p/c8525cb3/03df53c9) | November 2021 – December 2021

* Utilized the design sprint to obtain quality research, creating a strong foundation for the project.
* Designed an e-commerce website for a business that personalizes various items.
* Produced deliverables such as user research, competitive analysis, persona, empathy, and journey map, user stories, prototypes, and branding.
* Implemented features to create a more seamless experience for the target audience.
* Utilized Figma, Miro, Flowmapp, and Maze.

***Sneakz*** | [Case Study](http://joyhallportfolio.com/p/c8525cb3/035a7035) | December 2021 – January 2022

* Utilized the double diamond method of design to obtain quality research, creating a strong foundation for the project.
* Developed an e-commerce sneaker app.
* Produced deliverables such as user research, competitive analysis, persona, and journey map, user stories, prototyping, branding.
* Implemented features to create a more seamless experience for the target audience.
* Utilized Figma, Miro, Flowmapp, Jitter and Maze.

**EDUCATION**

**Certificate,** UX/UI design

*Thinkful | Online | 2021 - 2022*

* Studied UX design and research.
* Developed a clear understanding of interface design.
* Obtained a familiarity with an agile environment.
* Received weekly mentorship.

**Certificate**, Web Fundamentals

Nucamp | Online | 2021

* Studied HTML, CSS, and Javascript.
* Utilized platforms such as GITHUB, code pen, visual studio code.
* Obtained a strong understanding of debugging.

**BA, Communication**

Westfield State University *| Westfield, MA | 2009 - 2014*

Concentration: Corporate Communication & Public Affairs.

**EXPERIENCE**

**Customer Service Representative**

Southern Company *| Riverdale, GA | 2018 - 2020*

* Managed 45-50 customercalls daily proactively solving account issues, including connectivity, collections, and billing.
* Provided quality service while performing to the standards of key performance indicators, consistently meeting quality assurance standards and receiving customer praise.
* Tracked customer notes using a relationship management system ensuring accuracy and clarity in customer experience.
* Provided online users with account technical support via the web page.

**Customer Service Specialist**

MassMutual Financial Group*| Springfield,MA | 2014 - 2017*

* Managed 50-65 customer calls, confirming account information, including cash value, loan value, death benefit, and rider specifications.
* Conducted research and contacted appropriate resources in order to obtain valid information, to resolve customer issues.
* Provided exceptional service necessary to meet monthly quality and assurance goals.