Savannah L Wichman

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Portfolio: https://www.behance.net/savannahwichman

Summary

User Interface Designer with a business management and customer service-centric background. Passionate about creating aesthetic, functional design solutions that help people and better businesses.

Education

User Interface Design Certification
CareerFoundry Online School

Voice Interface Design
CareerFoundry Online School

Career Preparation Course
CareerFoundry Online School

B.S. Business Management and Hospitality & Tourism Management
(Majors ran concurrently)
Virginia Polytechnic Institute and State University

Skills

- User Interface Design
- Digital User Experience
- Voice Interface Design
- Research
- Prototyping
- Customer Management
- Brand Development
- Usability Testing
- User Flows
- Sketch
- Figma
- Adobe XD
- InVision
- Usability Hub
- Adobe Photoshop
- WordPress
- Canva
- Microsoft Suites
- Mac Office Apps

Experience

UI Designer Apprentice
CareerFoundry | Jan 2022-Present
- Dedicated 400+ hours to an intensive project-based online training program with a focus on User Interface Design, User Experience Design basics, and Voice Interface Design.

Product Owner of Roofing
Installation Services by HCR | Jan 2022-Aug 2022
- Promoted from the role in sister company HCR
- Increased department satisfaction ratings to be the highest in the company for 2 out of 3 quarters of my time in the position by implementing customer service and process efficiency procedures
- Remotely managed roofing operations in states across the East Coast
- Managed client accounts from point of contract through payment from completed installation

Installation Manager
Homefix Custom Remodeling (HCR) | Jan 2021-Jan 2022
- Helped create a department to oversee all problem accounts, created an organizational system to track the progress and see each outstanding job to completion and collection

Founder & Florist
Mountain Mama Florals | 2020-Present
- Created and maintain branding, website, social media accounts, marketing plan, and accounting books

Assistant Manager
Chevy Chase Club | 2019-Jul 2020
- Promoted to Pool Food & Beverage Operations Manager: Recruited, hired, and created a training plan
- Developed Digital Programming for at-home family events, created marketing materials, and hosted the virtual events

Assistant Manager
Maidstone Club | May 2016-Dec 2018
- Increased process efficiency by creating templates for Banquet Event Orders and an improved process for communication and dissemination

Projects

- Completed the UX and UI research and design for a beverage establishment app, Clink', that allows users to perform location-based searches for beverage establishments based on offerings, atmosphere, and more.
  - Used Sketch, Figma, Usability Hub, and InVision to design wireframes, create and test prototypes, and build the Case Study. View Case Study here:
    https://www.behance.net/gallery/149849423/Clink-Case-Study
- Designed a plant app called Plantly for users to search for new plants, keep track of current plants, and receive tips and reminders to help them thrive.
  - Used Sketch and InVision to create native iOS and Android-styled screens. View Case Study here:
    https://www.behance.net/gallery/149849681/Plantly-Case-Study
- Created an e-commerce web app, SHADE, for high-end sunglasses shopping.
  - Used Figma to design the app. View Case Study here:
    https://www.behance.net/gallery/149849915/SHADE-Case-Study
- Built the UI for a task-management app called Making Waves that is optimized for multitaskers, specifically students, to keep track of both notes and checklists.
  - Used Sketch to design the app. View Case Study here:
    https://www.behance.net/gallery/149831177/Making-Waves-Case-Study