

OBJECTIVE

Seeking an entry-level UX/UI Designer role where I can apply my customer service experience, communication skills, and user-centered design training to create intuitive digital experiences.

PROJECTS • <https://lydiasicking.com>

Designed a mobile marketplace that streamlined local shopping through product discovery

- Conducted user research to identify customer needs
- Designed user flows, wireframes, and interactive Figma prototypes
- Refined the experience through usability testing

Redesigned nonprofit's website to improve navigation, engagement, and donation accessibility

- Conducted heuristic evaluations, site audits, and A/B testing
- Simplified navigation and information architecture
- Developed a design system and high-fidelity prototypes

Redesigned retailer website to improve event discovery, navigation, and community engagement

- Conducted user interviews, competitive analysis, and heuristic evaluations
- Reorganized navigation through card sorting and site mapping
- Designed responsive prototypes validated through usability testing

RELEVANT SKILLS

Customer Service & Relationship Building

- Resolved customer concerns professionally in person and over the phone
- Built positive customer relationships through friendly, knowledgeable service

Communication & Facilitation

- Led arts and crafts classes and hosted customer events for children and families
- Communicated effectively with customers, parents, and team members

Design Tools

Figma • Adobe Creative Suite • Microsoft Office • Canva

EDUCATION

Bachelor of Interdisciplinary Arts and Design, University of North Texas, Denton, TX, 2024

- Minor in Computer Education
- Honors: Dean's Honor Roll Spring 2022 and President's List Fall 2022, Spring 2023

Certification in UX/UI Design & Development, Southern Methodist University, 2025

EMPLOYMENT HISTORY

Sales Associate and Event Coordinator, The Michaels Companies, Inc., Plano, TX 2021 - Present

- Michaels Certificate of Appreciation for Exceptional Customer Service and Outstanding Customer Care, 2022
- Employee of the Month, July 2024