

Jeremy Hannah

UX Designer

jeremy13.hannah@gmail.com

954-257-0209

<https://www.linkedin.com/in/expjere>

remyhannah

PROFILE

Fundamentally, I am an empathizer who possesses extraordinary life experiences that have exposed me to vast knowledge and possibilities. I believe that my extensive world travels, along with my interactions with diverse individuals, cultures, and languages, have equipped me with an advantage in understanding how to create user experiences tailored to their requirements. My objective is to serve as a liaison between technology and people by seamlessly integrating what individuals need from technology into their daily lives.

SKILLS

Asana (CRM), Business Ethics, Information Technology, Wireframes, Prototyping (Figma), Tasks Flows, User Stories, Affinity Maps

EDUCATION

BrainStation | Diploma Graduate, User Experience Design

FEB 2023 - MAY 2023, WYNWOOD, FL

Florida A&M University | Bachelors in Business Administration

AUG 2010 - MAY 2015, TALLAHASSEE, FL

EXPERIENCE

Supervisor/Trainer | Direct Airline Services

NOV 2015 - Present, MIAMI, FL

- Effectively communicate with airline customers on airline rules and regulations ensuring improved compliance, while also directing a team of 7 agents/porters
- Provide above standard customer service to meet travel requirements for airline passengers, including safety, ticket information, baggage help, aircraft boarding, greetings, etc.
- Serve as wheelchair assistance subject matter expert, leading special assistance services and training and coaching new hires, further streamlining onboarding.

At Risk Youth Adviser | Broward Youth Treatment Center

APR 2019 - JAN 2021, PEMBROKE PINES, FL

- Orchestrated new safety and security adherence checks and procedures for 20 male residents, strengthening site safety.
- Led and facilitated meetings with leadership and administration discussing strategy, safety, security improvements, debriefings, logs, reports, etc.
- Created safe and effective environments for at risk youth, teaching basic life skills, rehabilitative skills, behavioral management, etc.

Communications Director /(HR) | S.W.I.M Production Label

JUN 2018 - APR 2019, Miami, FL

- Refined operational procedures, onboarding materials, and developed comprehensive orientation presentations for over 60 new hires, setting transparent expectations for the job.
- Coordinated administrative HR support: scheduling, payroll, interviews, pulse surveys, agendas, outreach, etc.
- Developed various high touch solutions with customer relationship management software, tying in key stakeholders for data driven decisions.
- Recognized for outpacing several prior HR employees in the role, upholding quality standards and completing company objectives.

Community Economic Developer | United States Peace Corps

JUN 2016 - MAY 2018, Lutsk, UKR

- Won \$3,500 grant funding and program honors: identified an opportunity, strategically created a plan, budget, and drafted a grant letter explaining the need and potential benefits for multimedia funding.
- Pioneered the first ever civic engagement in tourism, leading 20 participants in a successful effort to provide new ideas, service, and awareness to the city of Lutsk, Ukraine.
- Instituted helpful and impactful English clubs to help communication for over 50 students, increasing English fluency by 45% overall.

PROJECTS

Capstone | Sunshine Steps

May 2023, BrainStation

Developed an innovative mobile app empowering child workers by enhancing their business acumen and streamlining administrative tasks, enabling them to prioritize child welfare effectively.

Industry Project | SPRK-E

May 2023, BrainStation

Collaborated as a UX designer with software engineers to conceptualize and develop Sprk-e, a groundbreaking 24-hour Hackathon project for UKG. Integrated API technology to record and analyze human emotions, fostering enhanced employee well-being and productivity.