Kimberley Johnson

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in kimberley-johnson

SUMMARY

Creative tech professional passionate about animal care and transitioning into veterinary support. Brings strong problem-solving skills, attention to detail, and a love for animals—eager to grow as a Veterinary Assistant in a hands-on clinical role.

SKILLS

User Experience

UX Design, User Research, Usability Testing, Interaction Design, Information Architecture, Design Thinking, Prototyping, Wireframing, Personas, Customer Journey Mapping

EDUCATION

Kent State University

Master of Science
User Experience Design
Expected Graduation: Dec 2025

EXPERIENCES

May 22 – Present

Retail Sales Associate
PetSmart | *Pearland, TX*

- Proficient in delivering exceptional customer service to pet owners with empathy, addressing concerns, and implementing effective solutions
- Designed and prototyped a time request app, leveraging user feedback, iterative testing, and wireframing to optimize usability
- Conducted qualitative user research through interviews and contextual inquiries to inform UX design decisions

Jan 25 – Present

UX Design Intern
HCSS | *Sugarland, TX*

- Designed and built a chip component in Figma as part of a scalable design system, improving consistency and usability across an enterprise construction management platform.
- Created a style guide documenting component variants, interaction patterns, and accessibility standards to support design system adoption across teams
- Conducted user research and testing with construction professionals to refine the Contacts page, improving task efficiency and user satisfaction

Oct 17 – July 19

Social Media Coordinator & Jr. Web Designer
Farouk Systems | *Houston, TX*

- Led the pathway to create engaging videos, graphics, and advertisements for CHI, BioSilk, and Farouk haircare products
- Designed storyboards and visual layouts to prepare for the production and web team
- Collaborated with graphic designers, marketers, and production team to execute social media campaigns for retail brands such as ULTA, Target, and HSN
- Managed e-commerce website integration via WooCommerce & WordPress, while enhancing customer interaction and response rates on social media

May 16
Oct 17

Web Designer
Sprinkler Warehouse | *Houston, TX*

- Managed Volusion and Magento CMS websites, overseeing content updates, site maintenance, and user engagement
- Photographed and edited product images to enhance visual appeal and drive customer interest
- Designed and executed custom email marketing campaigns and promotional graphics to boost engagement and conversion
- Produced motion graphics and videos with Adobe After Effects and Premiere Pro, creating compelling and engaging content
- Increased YouTube channel subscribers by 400 in 9 months through strategic content creation and audience engagement

July 13
July 14

Web & Interactive Designer
ClickGrafx Creative | *Houston, TX*

- Developed custom web templates for medical professionals, authors, and small business owners, ensuring a user-centered design approach tailored to each client's audience
- Designed, edited, and maintained websites using WordPress CMS, focusing on responsive design and seamless user experience across devices
- Provided client training to empower users to manage their websites independently, emphasizing intuitive content management and user-friendly interfaces.
- Conducted cross-platform usability testing to ensure consistent and accessible user experiences across various devices and browsers
- Structured and optimized website navigation and information architecture for improved content discovery and efficient content management

June 12
May 13

eLearning Developer
Coley GCS (formerly, Coley & Associates) | *San Antonio, TX*

- Educated Disabled Veterans and people with disabilities to help them cope with their life situations through accessible interactive content
- Designed and developed interactions using ActionScript 3.0 in Flex Framework
- Tested web applications using JAWS and NVDA for accessibility, ensuring Section 508 compliance
- Added close captioning to eLearning Courses and recorded voice-overs
- Created and implemented instructional design materials, developing accessible content and interactive learning experiences for diverse audiences

Sept 10
June 12

Web Developer
NEXT Financial Group & 4WARD Financial Marketing | *Houston, TX*

- Edited, published, and modified company websites using HTML, CSS, XML, JavaScript, and PHP in the Joomla Content Management System
- Liaised with company executives regarding Project Management updates
- Designed custom templates in Adobe Illustrator and converted them to fillable PDFs
- Captured and edited photographs for company events, websites, and marketing campaigns
- Added keywords, alt tags, and rich media content to client websites for Search Engine Optimization