Kimberley Johnson

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SUMMARY

UX professional with internship experience in design and research, skilled in usability testing and prototyping.

Passionate about creating intuitive experiences and contributing through design, research, and teaching support.

SKILLS

Design Tools
Figma, Miro, Adobe Creative Cloud

Project Management
Jira, Confluence

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
Dec 2025

EXPERIENCES

Pet Associate (Retail Sales Associate)
May 22 – Present
PetSmart | *Pearland, TX*

- Proficient in delivering exceptional customer service to pet owners with empathy, addressing concerns, and implementing effective solutions

- Provided safe, attentive care and handling for reptiles, fish, and small animals by maintaining clean habitats, monitoring health, and supporting pet parents with care guidance

- Designed and prototyped a time request app, leveraging user feedback, iterative testing, and wireframing to optimize usability

UX Design Intern
Jan 25 – Aug 25
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

Social Media Coordinator & Jr. Web Designer
Oct 17 – July 19
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

Web Designer

May 16
Oct 17

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

- 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

Web & Interactive Designer

July 13
July 14

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.

- Structured and optimized website navigation and information architecture for improved content discovery and efficient content management

eLearning Developer

June 12
May 13

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 closed captioning to eLearning Courses and recorded voice-overs

Web Developer

Sept 10
June 12

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

- 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