

REGION ATLANTA, GEORGIA, USA

E-MAIL CONTACT@THALIAKEMP.COM • WEB WWW.THALIAKEMP.COM • PHONE 404-626-5596

# THALIA KEMP CALL

## SUMMARY OF QUALIFICATIONS

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Detail-oriented, UX professional with comprehensive analytic experience. Over 5 years of hands-on experience with all stages of web and software product design and development. Skilled in identifying and solving problems, analyzing user needs and business requirements to create designs, documentation and prototypes to guide application development.

## SKILL SETS

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- Translate business objectives and end-user needs into design strategies
- Experience with transactional web applications and websites
- Strong knowledge of user-centric design processes and methodology
- Managing resources to ensure project quality and delivery
- Proficient in Visio, Dreamweaver and other design and development tools
- Ability to support multiple product and enhancement efforts simultaneously

## SUMMARY OF COMPUTER SKILLS

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**Web Development:** HTML/XHTML, CSS2/CSS3, JavaScript/jQuery, PHP, MySQL, Flash, ActionScript

**Design Tools:** Photoshop, Illustrator, Dreamweaver, InDesign, After Effects, Axure, OmniGraffle, Visio, Napkins

**Software/Business Tools:** iRise, JD Edwards OneWorld, Ariba, VIEW, DCRIS, CAMS, Microsoft - Access, Excel, Power Point, Outlook, Word, Order Management Software, Acrobat

## ACCOMPLISHMENTS

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WINbuy Application

- Collaborated with small team to replace existing SaaS with an in-house solution. Resulting in real time transaction processing and the reduction of system development and maintenance costs; valued at \$220 million annually.

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#### Electronic Company Forms (eForms)

- Led requirements gathering, design, development and training efforts to automate new vendor requests and account maintenance functions, which eliminated 10 hours of manual processing.

#### Lighthouse Program Website

- Designed and implemented a new channel of communication that allows employees at all levels to submit new ideas and suggestions on improving current business processes, resulting in the entire corporation becoming stronger and more efficient.

#### Phone Warranty Portal

- Architected and designed “handset” claims processing application to replace exiting Vendor with an in-house solution, which resulted in a cost savings of \$610 thousand annually.

## EMPLOYMENT

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AT&T (Retail User Experience & Innovation)  
*Information Architect/UI Designer*

05/12 to present  
Alpharetta, Georgia

- Design creative user interfaces for web-based Point of Sale applications, which address business and end-user needs.
- Collaborate with other designers and analysts to create multiple concepts for the same problem to establish the best design possible.
- Conduct design walkthroughs and communicate design rationale to a variety of audiences, through: conceptual diagrams, interaction flows, information features, functional specification, user journeys and personas, required by business and development teams.
- Work in partnership with product management and key business stakeholders, iterate, refine, and ultimately finalize designs for a variety of implementations including desktop computer, mobile phone or tablet (iPad and Android Tablets).
- Oversee and coordinate work efforts for multiple projects and serve as the central point of contact for internal clients.
- Offer recommendations to optimize processes and procedures for the group, guidance and mentoring.

Windstream (Telecommunications Corporation) 02/07 to 05/12  
*DB Analyst II & Sr. Interaction Designer* Alpharetta, Georgia

- Led the production and delivery of web site and web-based applications including portals, e-commerce and intranets.
- Collaborated with Product Managers, Development team, and End Users to brainstorm requirements and scope.
- Oversaw and coordinated work efforts for design and development to ensure implementation of the project plan and design specifications.
- Led meetings, presentations and conducted interviews.
- Performed content analysis, task analysis, task modeling, and usage scenarios to establish the blueprint for the elements of new applications.
- Created information design concepts and solutions, including flow diagrams, site maps, functional specs, visual designs, and prototypes.
- Responsible for creation of process flow diagrams for existing procedures and evaluation of new projects.
- Developed templates for training documentation, flowcharts, presentations and executive financial reporting which are utilized throughout the company.

Alltel (Telecommunications Corporation) 12/02 to 02/07  
*Sr. Contracts Database Administrator* Alpharetta, Georgia

- Legal Contract Analysis & Communication
- Liaison to the Director & VP of Procurement for vendors, relaying contract agreement information
- Maintain Contract Access database containing over 1,000 records and inter-related tables.
- Monitor performance against contractual requirements and advise management and other personnel on pertinent issues.
- Provide support to procurement agents and management for all contract requests, from scanned content, to document check-in/check-out; versioning and version control; document- and version-level control over access, routing, and visibility; end-to-end content capture, processing, and distribution.
- Maintain DocuShare, Web-based Document and Content Management Application.
- Insure compliance of Internal Controls.

- Responsible for multi-step document routing and securing authorization at each corporate level.

## CERTIFICATIONS

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MCP - Microsoft Certified Professional

- Tests Completed - Implementing and Supporting Microsoft NT Server 4.0 #70-067

A+ - A+ Certified Technician

## EDUCATION

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Bachelor of Fine Arts: Web Design & Interactive Media 2011  
The Art Institute of Atlanta Dunwoody, Georgia

*Honors - Summa Cum Laude, GPA: 3.9*

## PROFESSIONAL ASSOCIATIONS

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**CHI - Computer-Human Interaction**  
Professional Member, Atlanta Chapter

**IxDA - Interaction Design Association**  
Professional Member, Atlanta Chapter