

JALEN BATTLE

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PROFILE

Self-motivated and driven individual with a passion for designing meaningful digital experiences. I am looking for opportunities to apply my diverse skill set of UX design and computer support knowledge that positively affect the lives of people around the world!

EDUCATION

Kennesaw State University - Kennesaw, GA

graduated December 2023

Norman J. Radow College of Humanities and Social Sciences - *Bachelor of Science in Interactive Design*

GPA: 3.82/4.00

Concentrations: Interactive Design; minor in Technical Communication

Honors: Magna Cum Laude 2023, Presidents List (Fall 2021; Spring 2023;), Dean's List (Fall 2020; Year 2021; Spring 2022; Summer 2022)

Relevant Coursework: User Interface design; User Experience design, Prototyping; Organization & Management; Branding & Identity; Front-End Development; PC-Repair; Managing Groups and Teams

West Georgia Technical College - LaGrange, GA

graduated May 2020

Computer/IT - *Associate of Applied Science in Computer Support Specialist*

Certifications: PC Repair and Network Technician Certification; Help Desk Specialist Certification

PROFESSIONAL EXPERIENCE

Advisor II, Technical Support – *Concentrix Full-Time ; Remote*

November 2024 – May 2025

- Assisting users of client's technical products and services; identifying, investigating, researching, and providing resolution to user questions and problems
- Troubleshooting customer technical issues including hardware, software, networking, or other designated client products
- Inquired over 25 unique calls a shift, with 95% positive customer survey metrics.

Freelance IT Consultant – *Contractor; Atlanta, GA*

August 2021 – Present

- Built and configured custom desktop computers for individual clients, tailored to their specific performance needs.
- Provided consulting services to small businesses on IT infrastructure solutions, including hardware, networking, and software.
- Diagnosed and resolved issues related to printers, Wi-Fi networks for business and home environments.
- Implemented troubleshooting processes to improve network and printer functionality, leading to reduced downtime for clients.

Freelance Web Developer – *Contractor; Remote*

March 2024 – May 2024

- Developed a fully responsive website for a small business (Whitetaildetailing) using HTML, CSS, JavaScript, and Bootstrap.
- Designed and implemented the Branding, colors, layout, and interactivity of each page. Created a working contact form integrated with Firebase for real-time communication with potential clients. Ensured cross-browser compatibility and responsiveness across devices (desktop, tablet, mobile).
- The website increased customer inquiries roughly 30-50% after the first month of deployment.

PROJECT EXPERIENCE

Roomease | Senior Capstone – *UX/UI Designer, Researcher*

Spring 2023

- A roommate management for people living in shared living environments created using the Goal-Directed Design process.
- Created personas based on qualitative and quantitative data, conducted user interviews to gather feedback, held usability testing to further iterate and perfect product.

UDesign Project - *UX/UI Designer, Researcher*

Spring 2022

- The app focused on creating custom shoes for creatives and fashion designers, demonstrating knowledge of Goal-Directed design, and UX research, including competitive audit, literature review, personas, wireframes, and a working prototype.

SKILLS

- Visual Design, Prototyping, Wireframing, User Interface Design, Usability Testing, Information Architecture, User Research, Affinity Mapping, Journey Mapping, Branding and Identity, Leadership, Communication, Organization, Design Thinking, Usability Testing, Goal-Directed Design, Lean UX (Agile + Sprint), PC Repair (Hardware specialist)
- Tools - proficient with tools such as: Figma, Framer, Adobe XD, Illustrator, Photoshop, InDesign, Miro, FigJam, Microsoft 365 MacOS, Windows, HTML, CSS, JavaScript, Bootstrap