Jeremy Hannah

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SKILLS

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

PROFILE

Passionate about the tech industry and actively working my way into roles that revolve around technology. With a deep interest in tech-driven innovation, I aim to contribute to the ever-evolving tech landscape. My extensive world travels and interactions with diverse individuals, cultures, and languages have equipped me with a unique perspective in understanding how to create user experiences tailored to their specific requirements. As a liaison between technology and people, I strive to seamlessly integrate what individuals need from technology into their daily lives.

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

- Adeptly communicate with airline customers, ensuring compliance with dynamic airline rules and regulations, while also leading and directing a team of 7 agents/porters.
- Leverage cutting-edge technology to provide above-standard customer service, utilizing innovative solutions for travel requirements, including safety protocols, real-time ticket information, baggage assistance, streamlined aircraft boarding.
- Serve as wheelchair assistance subject matter expert, leading special assistance services and training and coaching new hires, further streamlining onboarding.
- Harness the power of iPads and cellphones to optimize communication across the company, fostering enhanced efficiency and seamless coordination.

At Risk Youth Adviser | Broward Youth Treatment Center
APR 2019 - JAN 2021, Pembroke Pines, FL

- Masterfully deployed advanced tech tools to orchestrate and implement comprehensive safety and security adherence checks and procedures for 20 male residents, elevating site safety through data-driven insights.
- Created tech-enabled leadership, virtual meetings were conducted with leadership and administration, employing secure video conferencing platforms to discuss strategy, safety, and security improvements, while efficiently handling debriefings, logs, reports, and analytics
- Armed cutting-edge tools to create safe and effective environments for at-risk youth, employing innovative methods to teach basic life skills, rehabilitative techniques, behavioral management, and personalized intervention strategies.

Communications Director /(HR) | S.W.I.M Production Label
JUN 2018 – APR 2019, Miami, FL

- Employed forward-thinking approaches and tools to refine operational procedures, onboarding materials, and comprehensive orientation presentations, ensuring seamless assimilation of over 60 new hires with a tech-forward approach.
- Coordinated administrative HR support encompassed automated scheduling, streamlined payroll processing, virtual interviews, sentiment analysis through pulse surveys, and advanced outreach strategies
- Utilized customer relationship management software to collect and analyze user data, facilitating data-driven decision-making for HR initiatives.
- Developed and executed research initiatives, gathering employee feedback, subsequently informing progressive HR policies and procedures for onboarding and performance management.

Community Economic Developer | United States Peace Corps
JUN 2016 – MAY 2018, Lutsk, UKR

- Resourceful application of emerging multimedia technologies and strategic resource mobilization through digital media campaigns and crowdfunding platforms enabled me to secure $3,500 grant funding and program honors through a compelling grant letter.
- Utilized data-driven insights to pioneer the first-ever civic engagement in tourism, location-based marketing, and social media analytics to successfully engage 20 participants and raise awareness in Lutsk, Ukraine.
- Instituted tech-enabled English clubs achieved remarkable results, enhancing communication skills for over 50 students with a data-backed 45% increase in English fluency.

PROJECTS

Capstone | Sunshine Steps

Conducted user research and designed an innovative mobile app that empowers child workers by improving their business acumen and streamlining administrative tasks, prioritizing child welfare effectively.

Industry Project | SPRK-E

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.