

# ISHMEAL JOHNSON

## CONTACT

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(585) 435-3603



Ishmeal2020@gmail.com



Rochester, New York

## PROFESSIONAL SUMMARY

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My name is Ishmeal Johnson, and I am a passionate UX/UI designer with a strong focus on creating user-centered, sustainable design solutions. I am graduating with a degree in UX/UI design and have a proven track record of developing intuitive and engaging digital experiences, as demonstrated by projects like EarthThreads Global. In addition to my technical skills, I bring a unique perspective through my dedication to eco-conscious design and my ability to seamlessly blend functionality with visual appeal. My goal is to join a forward-thinking studio or agency where I can contribute to innovative projects that prioritize both user experience and sustainability. I am confident that my commitment to excellence and my collaborative approach will make a valuable addition to any team.

## EXPERIENCE

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February 2024 - Present

### **Service Coordinator**

UR HomeCare, Webster, New York

- Respond to customer inquiries in a timely and professional manner.
- Resolve complex issues quickly and efficiently while maintaining professionalism.
- Coordinate with multiple departments to ensure operations remain organized and efficient.
- Analyze customer issues and identify root causes to implement solutions.
- Prioritize workloads and manage multiple tasks efficiently to meet deadlines.

September 2021 - January 2024

### **Customer Support Specialist**

Ortho Clinical Diagnostics, Rochester, New York

- Leveraged creative thinking abilities to generate innovative solutions for challenging customer requests.
- Provided customer support to clients with technical and non-technical inquiries, utilizing problem solving skills to identify solutions.
- Assisted customers in navigating website features and functions ensuring a seamless user experience.
- Identified trends in customer feedback data that could be used to improve overall product experience.

## EDUCATION

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June 2014

**Advanced Arts Regents Diploma**

School Of The Arts, Rochester, NY

**current student in UI/UX Graphic Design**

Bryan University