





TERENCE FAIRLEY

UX Designer

 <https://terencefairley.com/>

 Tvfair488@gmail.com

 Raleigh, NC

Skills

Research

- Surveys
- Interviews
- A/B Testing
- Task Analysis
- Usability Testing
- Market Research
- Competitive Analysis

Design

- Branding
- Personas
- Mock-ups
- User Flows
- Prototyping
- Visual Design
- Storyboarding

Tools

- XD
- Axure
- Figma
- Sketch
- Protopie
- InVision
- Illustrator
- Photoshop

"After 10 years of providing technical support solutions for unhappy end-users, I became inspired to design better experiences."

Experience

Prentus // UX Design Intern

Oct 2020 - Present

During my internship as a **UX Designer**, I design high-fidelity mockups to hand off to the development team for the Prentus platform, which matches technically skilled interns to businesses on-demand.

-Developed the design for the onboarding process

-Contributed critical elements to the design system

-Worked closely with the development team to ensure smooth handoff

Thinkful // UX Designer

May 2020 - Oct. 2020

During my apprenticeship as a **UX designer** I worked on a fast-paced project based team while practicing UX fundamentals.

Projects

-**GoodGluc**: Researched and designed a health management app for diabetics from ideation to completion

-**The Daily Nosh**: Designed and rebranded a meal planning app using key insights gained from research.

-**LocalEyez**: Designed and rebranded a local urban activities app using insights gained through research.

-**TaskSmart**: Acted as Visual design expert during the design sprint for this planning and management app for freelancers.

-**Next Stop**: Researched and designed a public transit app for rural areas.

Support.com // Personal Technology Expert


Nov 2019 - May 2020


As a **Personal Technology Expert**, I assisted users with their technology needs. I solved issues related to software and hardware functionality while implementing rapid solutions to resolve issues.



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Experience Continued

Conduent // Technology Advisor

Feb 2019 - Nov. 2020

As a **Technology Advisor**, I assisted users remotely and solved issues related to software and hardware functionality while implementing rapid solutions.

Telenetwork // Technical Supervisor

March 2016 - Feb 2019

As a **Technical Supervisor**, I was in charge of handling complex escalations while providing direct support to enterprise clients and my team members.

Sitel // Subject Matter Expert

Oct 2015 - March 2016

As a **Subject Matter Expert**, I provided an excellent customer experience while supporting my team by providing business critical information and best procedures.

Waterboy Ent. (Defunct) // Recording Engineer

June 2013 - Oct 2015

As the head **Recording Engineer**, I was in charge of managing recording sessions and day to day studio administration including booking of artist, developing promotional campaigns and fostering new client relations.

Freelance Designer

March 2009 - Nov 2014

As a freelance **Designer**, I helped musicians and local businesses develop promotional material and branding.

-Print media

-Digital Media

-Web Design

-Banding

-Video Editing