

Ryan Micah

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PROFESSIONAL SUMMARY

I am a high performing Designer with backgrounds in Graphic, UI/UX design. I have excelled in several roles as a project manager and as a member of a team, focused on Customer satisfaction, Optimizing user experience, with a proven track record of delivering exceptional customer service and a passion for resolving client inquiries, I am eager to contribute my skills to enhance client satisfaction and drive success for the team.

EDUCATION:

- LLB GRADUATE
- RPC computer school (2014)
- Zero to Mastery UI/UX training (2019)

WORK EXPERIENCE:

**Project manager** 06/2022 to 08/2023

**Medihale Consults**

- Setup, manage and organize the Design and development team
- Set timelines and Deadlines to meet Project tasks
- Communicate project goals, progress, and expectations with stakeholders.
- Manage expectations and address concerns or issues raised by stakeholders.
- Identify potential risks and develop risk mitigation strategies.
- Regularly assess and monitor project risks, adapting strategies as needed.
- Develop and manage the project budget, ensuring resources are allocated effectively.
- Monitor expenditures and ensure the project stays within budget constraints.
- Develop and maintain a project schedule, tracking milestones and deadlines.
- Adjust timelines as necessary to accommodate changes or unexpected challenges.
- Establish quality standards for project deliverables.
- Implement quality control measures to ensure that project outcomes meet defined criteria.
- Identify and allocate necessary resources, including personnel, equipment, and materials.
- Optimize resource utilization to maximize efficiency and productivity.
- Define and manage project scope, ensuring that it aligns with the project's goals.
- Handle changes to scope by assessing impact and adjusting plans accordingly.
- Delegate tasks and responsibilities to team members based on their expertise and capacity.
- Monitor progress and provide support or adjustments as needed.
- Maintain comprehensive project documentation, including plans, reports, and communication records.
- Ensure documentation is accessible and up-to-date for the project team.
- Identify and address issues or conflicts within the project team.
- Implement solutions to overcome obstacles and keep the project on track.
- Close out the project by ensuring all objectives are met and deliverables are completed.
- Conduct a project evaluation to assess successes, challenges, and lessons learned.
- Implement feedback mechanisms for ongoing improvement.
- Apply lessons learned to enhance future project management practices.

**Head of Design** 02/2021 to 12/2023

**Moveables**

- Develop and articulate a clear design strategy aligned with the overall business objectives.
- Provide visionary leadership to the design team, setting the direction for design initiatives.
- Set and uphold high design standards to ensure consistency, coherence, and quality across all design deliverables.

- Conduct regular design reviews to provide constructive feedback and ensure adherence to brand guidelines.
- Champion user-centric design principles, ensuring that the user experience is at the forefront of all design decisions.
- Conduct user research and usability testing to inform design choices.
- Engage with clients or stakeholders to understand design requirements and preferences
- Present and articulate design concepts and strategies to internal and external stakeholders.

Designer/ Customer Support03/2023 to Present

Why not now Immigration agency

- Creating captivating designs for social media engagement.
- Creating Documents and edits for costumer needs.
- Dealing with customer complaints, document and escalate issues when necessary to prevent recurring problems.
- Maintaining accurate and up-to-date customer records, including interactions, feedback, and preferences.
- Providing proactive updates to customers about service interruptions, new features, or relevant information that may impact their experience

Intern2020

Pro house Concepts

- Assist in managing and updating social media accounts for both the agency and its clients.
- Create and schedule posts, engage with followers, and monitor social media analytics.
- Contribute to content creation efforts, including writing blog posts, creating graphics, and developing other multimedia content.
- Collaborate with the content team to ensure content aligns with marketing strategies.
- Assist in optimizing website content for search engines by conducting keyword research, implementing on-page SEO strategies, and monitoring rankings.
- Support the SEO team in analyzing data and identifying opportunities for improvement.
- Support in communication with clients, providing updates on project progress and addressing inquiries.
- Participate in client meetings and assist in the development of client presentations.

ACCOMPLISHMENTS

- Overseen two startup’s from conception to launch
- Google tutor during my time at Pro house concepts
- Mastery of Adobe Photoshop, Illustrator and premiere pro
- Successfully deescalated several altercations from clients

SKILLS

Photoshop	Desktop publishing
Adobe illustrator	Front end Development
Figma	Empathy and people skills
Microsoft office suite	

REFERENCES

Available upon request