

Jamie Monck

(859) 285-9397
jamonck3@gmail.com
jamiemonck.com
[LinkedIn](#)

User-focused designer transitioning into UX Design from a background in digital marketing at social good agencies. Independent study in UX Design, Figma, and Adobe Creative Cloud.

PROJECTS

Emerald Spring

- Designed a new website, and accompanying app for a healthcare agency allowing users to find a doctor and complete their pre-appointment forms before their visits.

La Pana Bakery y Cafe

- Created an app and website for individuals to schedule orders for pickup at a beloved local coffee shop.

EDUCATION

Google, Online - UX Design Certificate

June 2023 - November 2023

Completed a rigorous training designed for entry-level job readiness. Seven courses included topics such as: UX research fundamentals, inclusive design, wireframing, low-fidelity and high-fidelity prototypes, and tools like Figma. Developed a portfolio to receive the certificate.

New England Conservatory of Music, Boston, MA - Master's of Music

September 2017- May 2019

Emphasis in Classical Guitar Performance.

EXPERIENCE

Transit Authority of River City - Marketing Coordinator

October 2020 - Present

- Manage TARC's social media, acting as a first responder for user experiences by responding to messages with an empathetic tone. Increased social followers by 33%.
- The agency's in-house designer, responsible for leading the update of TARC's brand materials such as a new brand guide, letterhead, set of approved imagery, and templates.
- Manage email communication, including weekly internal newsletters with an open rate of over 60% and an additional monthly external message to community stakeholders and local government officials.
- Assisted in TARC's 2022 website overhaul ensuring a positive mobile experience for users, copywriting the fare programs section, and user flows.

I CARE IF YOU LISTEN, American Composers Forum - Social Media

Consultant

March 2021 - April 2023

- Shaped a new social strategy for American Composers Forum's digital publication - I CARE IF YOU LISTEN. Increased Instagram reach by 70% in Q4 of 2023, including their most-liked Instagram post ever.
- Offer design consultation to help streamline and unify branding across American Composers Forum's properties.

TRAINED IN

Web Platforms:

Drupal, GoDaddy,
WordPress

Email:

Blackbaud Luminate
Online, MailChimp

Content Distribution:

Buffer, Hootsuite,
MeetEdgar

Project Management:

Airtable, Asana,
Monday, Notion,
Trello

Communication:

Microsoft Teams,
Slack

Software:

Figma, Adobe
Illustrator, Adobe
Photoshop, Adobe
InDesign, Adobe
Premiere Pro