

YANCI PENGELLY

INTERACTION DESIGNER

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WORK EXPERIENCE

- TRANSWORLD SYSTEMS** June 2023 – Present
Customer Service Representative
- Manages account notations in a detailed manner for each incoming phone call.
 - Advises practical solutions for system issues customer's are experiencing.
- FREELANCE INTERACTION DESIGNER** Sept 2021 – Present
Interaction Designer
- Creating user interfaces, advertisements, and logos for a number of businesses.
 - Applying principles of design to ensure the quality of the final product.
- SOUND FACULTY** Apr 2021 – July 2021
Design Intern
- Designed iterations of advertisements to promote the Feel Good Festival.
 - Communicated with Sound Faculty's Agent throughout the internship to understand the company's Brand Identity and goals.
- HOME DEPOT** Jan 2021 – Jan 2023
MDO (Market Delivery Operations) Associate - Perimeter Captain - Receiving Associate - Special Services Associate
- Prioritized management's desired goals for the layout and efficiency of customer inbound appliances.
 - Resolved a wide range of customer problems regarding topics such as home improvement and maintenance projects.

PROJECTS

- ACRES** Oct 2020 – Dec 2020
Interaction Designer
- Wireframed an information overlay to display important details on the marketplace section of the application.
 - Conducted a series of usability tests on the application to determine any improvements needed to be made.
- PARKIT** Jan 2020 – June 2020
Interaction Designer
- Prototyped a portion of the onboarding experience that the ParkIt application would have.
 - Researched and documented competitive companies to highlight their differences as well as similarities to ParkIt.
- ESPORTS ETHNOGRAPHY** Jun 2019 – Sept 2019
Interaction Designer
- Moderated a set of interviews with members of the Overwatch eSports community to collect qualitative data.
 - Designed a number of pages within the report to reflect the aesthetic of the eSports community.

SKILLS

DESIGN

- UI Design
- Wireframing
- Digital Prototyping
- Heuristic Auditing
- Storyboarding
- User flows
- Competitive Analysis
- Site Mapping
- Graphic Design
- HTML, CSS, JavaScript
- User Testing
- Contextual Analysis
- Physical Prototyping
- User Interviewing

TOOLS

- Microsoft Office Suite
- Adobe Creative Cloud (XD, Indesign, Illustrator, Photoshop)
- Figma
- InVision
- Sketch
- Miro

EDUCATION

KENNESAW STATE UNIVERSITY

Aug 2016 - Dec 2020

Bachelor of Science

Major in Interactive Design; Minor in Psychology