

# Kelvin Kyeremeh

Product Designer

 [yourportfolio.com](https://yourportfolio.com)

 [Kelvinkyeremehh@email.com](mailto:Kelvinkyeremehh@email.com)

 [linkedin](https://linkedin.com)

## Skills:

Product design, UX and UI Design, User research, User Personas & Journeys, Usability testing, User centred design, Design thinking, Interaction design, Prototyping, Stakeholder management, Data visualisation, Product strategy, Product management.

## Tools:

Figma, Sketch, Adobe Photoshop, Invision, Miro, Jira.

## Education

2025 – current

BA UX/UI design – Western Governors University

2024 – 2025

UX/UI Design Certificate – Dallas college

## Work Experience

### Dallas College

Product Designer

Product Researcher

Jan 2025 – Mar 2025

- UX/UI Designer for the Adopt a Grandparent school project focused on accessibility and usability for older adults
- Led user research to identify navigation and usability pain points in the existing desktop experience
- Redesigned the desktop interface with simplified navigation, improved readability, and clearer layouts
- Collaborated on framing advertising and messaging to align with user needs and accessibility goals

### Cvs

Pharmacy Technician

Feb 2024 – Current

- Delivered high-volume, customer-facing service by assisting patients with prescriptions, insurance questions, and issue resolution, prioritizing clarity and empathy
- Managed multiple workflows simultaneously (prescription intake, data entry, inventory, and customer support) while maintaining accuracy and organization
- Interpreted and followed complex systems and procedures, reinforcing attention to detail and error prevention in high-stakes environments
- Actively received and applied feedback from pharmacists and supervisors to improve efficiency, communication, and service quality

### UT Southwestern

#### Medical Center

Nutrition Services

Feb 2022 – Feb 2024

- Collected and confirmed patient meal orders while ensuring dietary restrictions and food allergies were accurately followed
- Delivered meals to patients and gathered direct feedback to improve satisfaction and accommodate changing needs
- Adapted orders in real time based on patient feedback, medical requirements, and time constraints
- Maintained organization and accuracy in a fast-paced, high-stakes environment where attention to detail directly impacted patient safety

### The Home Depot

Customer Service

Jun 2019 – Jan 2022

- Assisted customers with in-store and online orders, guiding them through digital tools and resolving order-related issues
- Supported customers with returns, delivery problems, and website-related concerns, focusing on clear communication and problem-solving
- Helped older customers place online and delivery orders by simplifying steps and explaining processes in an accessible way
- Managed multiple customer requests simultaneously while maintaining accuracy, organization, and a positive service experience