

CALEB LUKE TERRY

Security Clearance

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Calebterry.com

EXPERIENCE

ECS TECH

CX Design Lead (CTR)

Dec 2022 – Present

- Worked closely with government clientele to build custom Confluence pages, tools and dashboards for end-users use and reporting to leadership
- Managed 5 Designers and Developers to gather and implement dashboard end-users feedback
- Created CX plans for directorates to implement and follow.
- Organizational charting and creation
- Creation of new directorate logo, style, and direction of design use
- Email newsletter and supporting dashboard creation and management
- Creation of a tool that collects performance of individuals from clients and leadership for their review
- Share point tool development and research testing
- ServiceNow process creation, and billing design and development.
- GitLab and Jira story creation and management of the CX Team

HELLEBORE CONSULTING

Senior Graphic Designer (CTR)

May 2022 – Dec 2022

- Design and direct large publications
- Communicate and implement design changes with government clients
- Balance multiple design projects at one time
- Understanding and breaking down processes for easier consumption of the end user
- Intricate patch and logo creation
- Vectorizing bitmap logos
- Illustration and character creation
- GitLab and Jira story creation and management
- Create processes for programatically created designs

FORRESTER

Certificate of completion in

Mastering Customer Experience

2024

THE ART INSTITUTE OF OHIO-CINCINNATI

Bachelors degree, Graphic Design

2011 – 2014

FRANKLIN HIGH SCHOOL

High-Honors Graduate

2011

SECURITY CLEARANCES

- National Trust (Dec. 2022 - Present)
- Secret (Aug. 2022 - Present)

VIVAL MEDIA

Web Designer

Dec. 2019 – May 2022

- Design, build and test websites
- Create, support, and communicate for 15 - 20 different websites per day
- Created websites for organic and targeted searches
- Collaborate, manage, and develop 7 team members
- Communicate and implement web changes with clients
- Write and implement SEO for websites
- Balance multiple websites at one time
- Build websites with responsiveness in mind
- Collaborate with project managers to set expectations and communicate projects statuses with clientele

WILDERNESS AGENCY

Front-end Designer

Feb. 2017 – Dec. 2019

- Design, build and test Wordpress websites with monthly maintenance
- Fast-paced work with constant client changes
- Balancing multiple projects at one time
- Collaborate and manage a team of designers & developers
- Build websites with responsiveness in mind

R+L CARRIERS

Graphic Designer

Jun. 2015 – Jan 2017

- Create and moderate graphics for 15 accounts
- Create weekly graphics for social media for accounts
- Create infographics to promote accounts
- Designed companies first mobile app

CUSTOMER EXPERIENCE

- Figma
- Confluence

DEVELOPMENT

- HTML 5
- CSS 3
- Webflow
- Wordpress
- xCode
- Simulator

DESIGN

- Photoshop
- Illustrator
- InDesign
- Adobe XD
- Bridge
- Inkscape
- Gimp

BUSINESS TOOLS

- Jira
- GitLab
- Google Business Suite
- Windows business Suite

SKILLS

EDUCATION & CERTIFICATIONS