Karyn O'Neill
UX & Design

Versatile and detail-oriented designer with a Bachelor's in Psychology and Business Administration, an Associate's in Web and UX Design, and 10 years of professional experience in human resources and business operations. Hands-on experience in user-centered design, responsive web design, prototyping, and visual communication.

Proficient in Figma, Adobe Creative Suite, HTML/CSS, and Webflow, with a focus on creating thoughtful, accessible, and intuitive digital experiences that balance user needs with business goals.

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EDUCATION & CERTIFICATES

Associate's Degree: Web and UX Design — Graduated May 2026
Wake Technical Community College — Raleigh, NC

- GPA: 4.0
- Certificates Earned: UX & Web Design, Information Technology: Web Designer, Information Technology: Web Development Basics, Information Technology: Front End Developer Certificate

Bachelor's Degree: Psychology and Business Administration — Graduated May 2014
Fordham University — Bronx, NY

- GPA: 3.486
- Dean's List: 2011-2012, 2012-2013

SKILLS

Systems:

Adobe Creative Suite, Figma, Canva, GitHub, Visual Studio Code, Bootstrap, Webflow

UX Capabilities:

UX Research (Surveys, Interviews, Usability testing), Wireframing, Prototyping, Responsive Design

EXPERIENCE

Wake Technical Community College — January 2023 – May 2026
UX & Web Design Associate's Degree Student — Remote

Southern Wake Counseling Center — April 2022 – December 2024
Office Manager (Part-Time) — Remote

- Completed new client intake phone calls, assigned clients a counselor, and completed all required actions

to enroll them into our client portal
- Processed insurance claims from over 7 insurance carriers and followed up on outstanding client balances
- Created new client paperwork documents, internal forms, and center advertisements
- Created process documentation and oversaw social media post creation
- Answered any client questions about the practice, appointment sessions, and counselors' backgrounds

MyComputerCareer April 2021 – September 2021
Student Success Coordinator Remote
- Supported MyComputerCareer students by answering questions about their program, IT certifications, and career services
- Checked in with 200 students to arrange study schedules and/or tutoring meetings with mentors
- Documented feedback from students on their experience going through the program in Salesforce
- Communicated with Success team, Instructor team, and Administration team regarding updates from students and any problem areas they were experiencing

Wake Technical Community College August 2020 – December 2020
Web & Graphic Design Certificate Student Remote

Strategic Behavioral Health August 2020 – October 2020
Human Resources Generalist Remote
- Worked with HR Director to determine staffing needs and interviewed respective applicants for nursing and healthcare positions for psychiatric facility located in Bettendorf, IA
- Created message templates and processes, and trained new facility recruiter

Strategic Behavioral Center- Raleigh December 2017 – April 2020
Human Resources Manager (Previously Human Resources Coordinator) Garner, NC
- Oversaw psychiatric facility's HR Department (HR Assistant and temporary employees)
- Managed hiring process and two or more new employee orientations per month
- Conducted employee relations meetings and employee investigations
- Ran bi-weekly payroll, benefit enrollment processes, and organized employee training schedules
- Rolled out an updated form of employee de-escalation training throughout the facility
- Created facility HR-related communications (both email and paper flyers)
- Implemented HR reporting and file preparation for Joint Commission, state, and insurance audits
- Answered benefits, payroll, career mobility, and training related questions from employees

Kimley-Horn and Associates October 2016 – November 2017
Benefits and Payroll Assistant Raleigh, NC
- Managed life event benefit changes and short-term disability claims with employees in HRIS system
- Created benefit approval process documents and employee service awards
- Performed pre-check detail payroll reviews and processed HSA changes

Mobiquity February 2015 – July 2016
Human Resources Coordinator New York, NY
- Extended offers and conducted orientation presentation to employees and contractors
- Managed personnel changes in HRIS system and employee recognition program
- Answered benefit inquiries and approved healthcare invoices
- Scheduled interviews for job candidates and revised job descriptions

Cambridge University Press August 2014 – February 2015
Customer Service Representative West Nyack, NY
- Corresponded with college professors and instructors to fulfill textbook orders into Salesforce databases
- Supported sales team and answered customer service-related questions

Bluewolf November 2013 – May 2014
Talent Coordinator (Previously Talent Acquisition Sourcer) New York, NY
- Coordinated a consulting training for about 15 entry-level business analysts
- Recorded onboarding and public training sessions and updated training content
- Promoted the Employee Engagement Plan (EEP) and developed EEP trends
- Sourced with qualified candidates, managed candidate information in Salesforce, and scheduled interviews