

SEAN NELSON

Resume

UX designer with a background in education, support services, and social work. Adept in creating accessible and intuitive user experiences, with strong skills in user research, wireframing, and cross-functional communication. Passionate about designing products that simplify tasks, reduce friction, and make everyday digital experiences more intuitive.

LAKELAND, FL

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EDUCATION

UX Design Certificate
Career Foundry

Master of Divinity
Southeastern University

BS Family Ministries
Southeastern University

TOOLS & SKILLS

Tools: Figma, Sketch, Adobe Creative Suite, Canva

UX Methods: User Interviews, Personas, Journey Mapping, Wireframing, Prototyping, Usability Testing, Affinity Mapping

Soft Skills: Empathy, Communication, Cross-team Collaboration, Strategic Thinking

LINKS

[Portfolio \(Behance\)](#)

[MOMENTUM Prototype](#)

[Vela Prototype](#)

[Linkln](#)



UX PROJECTS

UX DESIGN PROJECTS

- Designed a responsive fitness app "MOMENTUM" from research to high-fidelity prototype, focusing on accessibility, gamification, and building user motivation.
- Designed "Vela," a weather app focused on delivering local forecasts with a calming interface, prioritizing emotional tone, ease of use, and daily planning insights.
- Conducted interviews, developed user personas, user flows, wireframes, and working prototypes using Figma, Sketch, and Adobe Suite.
- Ran usability testing and refined designs based on feedback to improve usability

CAREER
FOUNDRY

ONLINE

2024-2025

EXPERIENCE

SUPPORT SERVICES ANALYST

- Conducted accessibility testing for Salesforce updates to ensure compliance and seamless user experience.
- Provided high-quality, timely customer support across calls, emails, chat, and voicemail; consistently met SLA benchmarks.
- Created and maintained detailed support tickets, accurately categorizing issues and streamlining internal reporting.

AMPLIFY

REMOTE

2024-CURRENT

SENIOR DIRECTOR OF FOSTER CARE

- Led operational teams and maintained foster care program capacity across Florida circuits 9, 10, & 18 while ensuring 100% contract compliance with state and federal regulations.
- Built strategic partnerships with community agencies and funding sources; collaborated on regional expansion opportunities.
- Oversaw recruitment, training, and supervision of service teams, as well as management of third-party payments and contracts, including 105% year-over-year growth of homes.

ONE MORE CHILD

LAKELAND, FL

2022-2024