

K. Duncan-Welke

920-540-2351 | kduncanwelke@gmail.com | <https://kduncan-welke.com> | github.com/kduncanwelke

I am an iOS developer, web producer, and UX designer with experience maintaining websites, developing apps, and applying the design thinking process. My goal is to work on websites and apps, and combine my iOS, website, and UX skills to make effective and user-friendly products.

CERTIFICATIONS

Grow with Google – Online

Google UX Design Professional Certificate

April 2023 — March 2024

- Completed the seven-course certificate. Created a portfolio including a mobile app, responsive website, and a cross-platform experience. Topics included UX research fundamentals, user-centered design, understanding user needs, iteration, inclusive design, wireframes and high-fidelity prototypes, design systems, usability testing, visual design principles, design reviews, and tools like Figma and Adobe XD.

Treehouse – Online

iOS Development with Swift Certificate

September 2018 — April 2019

- Completed the techdegree certificate course. Coded ten hands-on mobile apps in Swift with Xcode, and participated in and received peer reviews. Topics included syntax, design patterns, API consumption, delegation, dependencies, and more. Passed a final exam before the certificate was issued.

TECHNICAL SKILLS

iOS development: app design, iOS SDK, Swift, Xcode, Objective-C, RESTful APIs, JSON, design patterns, MVC, MVVM, dependencies, networking, Core Data, UIKit, Foundation, Core Location, geofences, Core Motion, Core Animation, WidgetKit, MapKit, auto layout, interface builder, SwiftUI, generics, protocols, Codable, debugging, watchOS, Instruments, GitHub, version control, Apple Human Interface Guidelines, App Store signing and deployment, TestFlight, Cocoapods, Carthage, code reviews

Web development: front-end web development, web design, HTML, CSS, WordPress, CMS (Content Management Systems), SEO (Search Engine Optimization), FTP, JavaScript, PHP, SSL certificates, speed optimization, quality assurance, responsive design, web hosting, database configuration

UX (user experience) design: Figma, Photoshop, Illustrator, UI (user interface) design, user research, understanding user needs, ideation, competitive audits, iteration, user journeys, sketches, wireframes, mockups, prototypes, design systems, affinity diagrams, accessibility (WCAG), usability testing, design reviews, brand identity, visual design

Collaboration: Slack, Discord, Zoom, Microsoft Teams, Basecamp, Google Suite, Trello

EXPERIENCE

Freelance - Gaming – Remote

Community Manager

January 2021 – Present

- Resolved 5,500+ tickets, helping players by troubleshooting and resolving rule breaks, problems, and account retrieval situations through Zendesk and an on-site ticket system
- Supervised two moderation teams of 15-40 members, providing leadership, assistance, and guidance on addressing rule breaks
- Communicated and collaborated with a 6 member team of community managers and site owners via Discord and Microsoft Teams, providing and requesting feedback on moderation issues and precedents
- Provided quality assurance for developers by testing game updates on the Beta version of the website, giving feedback on bug fixes and usability changes

Freelance - Independent – Remote

iOS Developer

April 2019 – Present

- Independently designed and developed 6 apps in Swift and Xcode, from concept to deployment on the Apple App Store, handling all aspects of designing, determine features, coding, testing, and release

- Strengthened apps with new features, design improvements, code refactors, dependencies, and accessibility features, and assessed performance using Instruments, resulting in 8k total downloads
- Built apps using data from RESTful APIs with JSON, as well as parsed XML files, to provide useful and reliable information to users
- Managed version control through GitHub with 730 individual contributions and 26 repositories
- Completed 45 app releases with Swift, SwiftUI, UIKit, Foundation, Core Data, Core Location, geofences, Core Motion, Core Animation, RESTful APIs, dependencies, WidgetKit, MapKit, auto layout, interface builder, and in accordance with Apple's Human Interface Guidelines

Freelance - Non-profits – Remote

Web Producer

June 2017 – Present

- Completed 50+ updates to three non-profit websites, updating websites to reflect organization updates and news, including assuring accuracy of written content, images, and links
- Managed content, plugin, and feature updates in WordPress and site builders such as Google's Sites and Webs, and completing a migration and site redesigns from old to new site versions as needed
- Communicated updates to the organizations on progress and responded promptly to requests, explaining technical terms in clear language

Equiverse - Gaming – Remote

Website Manager/Admin

June 2017 – October 2023

- Supervised, trained, and created training materials for a team of 10 website moderators through Discord, providing guidance on how to act on rule breaks and ensure positive community
- Created 110 updates to the game website, providing written communication via on-site news posts, social media updates through Hootsuite, and a public product roadmap and spreadsheets with the Google Suite
- Implemented 120 player-made suggestions as website updates, based on user support votes and team opinions, balancing business and user needs to prioritize choices
- Delegated duties to a three-person team of an artist, developer, and myself and edited and tested HTML, CSS, JavaScript, and PHP code on a Beta version of the website
- Created and edited 5,000+ images in Photoshop to provide new in-game graphics to engage users and pushed updates to the live site using FTP

American Marketing Ventures - Marketing – Remote

Client Success Specialist

July 2015 – September 2016

- Coded custom WordPress themes in HTML, CSS, and PHP for three websites to match mockups provided by designers
- Created images in Photoshop for 6 client websites, editing and sourcing files as needed and using the Content Management System for uploads
- Configured three WordPress websites with SEO and speed optimizations and set up databases, hosting, SSL certificates, and DNS
- Communicated with clients through Teamwork to share progress, and used problem-solving to discover and remove roadblocks to their goals

Comstar, LLC - Agency – Remote

Web Design Intern

June 2013 – January 2014

- Created website designs for two client websites, making wireframes and mockups in Photoshop and clarifying intended interactions in handing them off to developers
- Communicated and took direction from the project manager and clients through Basecamp, to understand project requirements and collaborate effectively
- Incorporated client branding, messaging, and needs so the completed web designs met their expectations

Freelance - Independent – Remote

Web and Graphic Designer

June 2012 – June 2017

- Created website designs and coded custom WordPress websites in HTML and CSS with Dreamweaver, using Photoshop to create mockups and FTP to deliver completed website files
- Made custom logo designs for clients with Photoshop and Illustrator, and communicated with clients to understand and deliver on their needs
- Designed digital and print materials for posters, brochures, and postcards, making edits through rounds of changes to provide designs that satisfied client requirements

VOLUNTEERING

Nova Ukraine - Non-profit – Remote

Graphic Designer and Video Editor

May 2022 – Present

- Edited 6 videos with Final Cut Pro X for length, content, and emotional impact, to be uploaded to the organization's YouTube channel
- Created 13 graphic designs in Photoshop and Illustrator for social media posts, matching visuals, colors, and fonts to brand guidelines and adhering to necessary dimensions

WordPress iOS App - Technology – Remote

Open Source Contributor

January 2020 – January 2023

- Provided bug fixes to the open source WordPress iOS app on GitHub, submitting pull requests to fix an accessibility problem with large text breaking a login screen, issues with display of drafted posts, and data not clearing during stock photo selection
- Collaborated with developers to understand the organization of the project and provide fixes in Swift and Objective-C code

Equiverse - Gaming – Remote

Moderator

October 2015 – Present

- Resolved 347 player-submitted tickets via an on-site ticket system, addressing rule breaks in accordance with website and moderation policies, and answering player questions
- Collaborated with a team of 10-12 moderators, taking guidance from more experienced team members and requesting and providing advice on moderation situations
- Fostered positive website community by acting with empathy, acting as a source of information, and enforcing rules

Gordon Bubolz Nature Preserve - Non-profit – Appleton, WI

Graphic Designer

November 2013 – February 2017

- Designed graphics for digital and print materials to advertise events, creating 20+ unique visuals in the form of posters, brochures, logos, membership cards, invitations, and handouts
- Attended meetings to communicate and understand organization goals and create purposeful and appealing designs

EDUCATION

Lawrence University – Wisconsin, USA

Bachelors of Arts, Environmental Studies. Minors: Studio Art, Art History.