

Melissa Strickland

UX Designer

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UX Designer with 16 years experience in the field of psychology, mental health, and human behavior. Highly knowledgeable in empathy and user-informed practices. Highly skilled in interviewing, qualitative research, diversity and inclusion, accessibility, education and training, and holistic thinking.

Skills

- HTML, CSS, Visual Basic
- Agile, Lean Six Sigma
- User empathy, research, interviewing
- Wireframing, User Flows, Mockups using Adobe Creative Suite, Figma
- Audio and Video Editing using Adobe Creative Suite, ProTools, Vegas Pro, Magix products
- In person and online based live training and instruction using Zoom and OBS Studio

Education and Training

- Masters of Science in Community Counseling, Bachelors of Science in Psychology - Troy University
- Lean Six Sigma - Green Belt Certification (CSSC)
- Child Welfare Licensing Counselor - Florida Certification
- Therapeutic Game Master Certification - Geek Therapeutics
- Search Engine Optimization - LinkedIn Skill Assessment Badge
- Responsive Web Design - freeCodeCamp
- Introduction to Agile Development and Scrum (IBM) - Coursera

UX Related Experience

Camelot Community Care, Tallahassee, FL

Counselor, Therapeutic Foster Care Services, Recruitment, and Training

December 2019 - Present

- Mental health assessment, treatment planning, therapy, and crisis intervention services.
- Recruitment, training, and support of therapeutic foster care families.
- Implemented user-centered social media UX strategies to create Facebook campaign to recruit foster parents. Included audio, video, infographics, and images created with GIMP, Canva, and Adobe Creative Suite.
- Participated in a multi-office recruitment task force to implement social media strategy. Advocated for use of social media UX best practices.
- Lead in-person and web-based training of new foster parents using Zoom, OBS Studio, slide presentations, streaming video/audio, video infographics during breaks, and live whiteboard.
- Created web-based live training with community agency partners, and engaged in web-based recruitment activities.
- Participated in statewide diversity and inclusion task force to address diversity related needs and improve workplace satisfaction.
- Participated in creation of research surveys to measure current levels of workplace satisfaction.

Free2Be, Dothan, AL

Volunteer Coordinator(Volunteer) & Youth Support Group Leader

2017

- Created user-centered social media posts to elicit support for and gain participation in LGBT youth support programs.
- Created and edited multimedia video installation to be used at education events.

Dothan Behavioral Medicine Clinic/Harmonex, Dothan, AL
Assessment Specialist
November 2012 - May 2015

- Provided psychiatric assessments and medication management assistance for 20-30 patients daily, as well as standardized assessments for entry to pharmaceutical trials.
- Participated in reviewing, testing, and coaching clients in using CliniCom, a proprietary web-based mental health assessment tool created by Harmonex.
- Created social media marketing videos of CliniCom for use on Facebook, using live screenshots and interviews of subject matter experts.

Additional Work Experience

Independent Contractor, Columbus, GA
August 2017 - June 2019

- Independent living and life skills coaching for Young Adult with Autism

New Horizons Behavioral Health - Columbus, GA
Counselor, REACH Center
February 2019 - May 2019

- Group counseling for severe and persistent mental illness, day treatment milieu.

SpectraCare - Dothan, AL
Director/Therapist - Henry County Clinic
June 2015 - March 2017

- Provided group/individual therapy and appropriate service referrals for 200+ consumers.
- Provided mental health/ substance abuse assessments (in community and jail settings) and testimony for Probate Court in involuntary commitment cases.

Independent Contractor, Atlanta Metro Area
In-Home Assessor and Counselor
2009-2012

Transitional Family Services, Atlanta, GA
In-Home Counselor
2009-2011

- Provided Medicaid in-home mental health, community support, case management, and assessment services for children, adolescents, and adults.
- Certified to complete Comprehensive Child and Family Assessments (CCFA).

Georgia Mentor, Atlanta, GA
Clinical Coordinator/Intake Coordinator
2007-2008

- Provided case management services to children in therapeutic foster care.
- Promoted to Intake Coordinator during tenure. Rotated as a supervisor to on-call coordinators.
- Assisted with supervision of clinical coordinators by reviewing files/treatment notes. Acted as initial point of contact for DHR/DFCS offices with child referrals.
- Statewide CARF accreditation committee.