



UI/UX DESIGN LEADER •  
LEARNING & DEVELOPMENT  
SPECIALIST • PROCESS-  
FOCUSED INNOVATOR

**Kimberly Filko**

✉ kfilko@outlook.com

📍 Davenport, FL

🔗 kimberlyfilko.com | linkedin.com/in/kfilko

☎ 814-380-8632

## PROFILE

Design professional with extensive experience in UI/UX design, project implementation, and training & development. Adept at coordinating cross-functional projects, mentoring teams, and collaborating across disciplines to deliver high-quality outcomes. Ready to pivot into a role focused on technical implementation, leveraging strengths in EdTech, CMS platforms, stakeholder communication, and user-centered process design.

## AREAS OF EXPERTISE

- Team Leadership
- Training & Mentoring
- Client Relationship Management
- Brand Identity & Visual Design
- Project Management
- UI/UX Design
- CMS Migration & Web Design
- Cross-Functional Collaboration
- Prototyping & Wireframing
- Interactive & Responsive Design
- Design Critique & Quality Assurance
- Stakeholder Relationships
- Workshop Facilitation
- Strategic Planning & Execution
- Accessibility Standards (WCAG)

## TECHNICAL PROFICIENCIES

Figma | Adobe Creative Suite – InDesign, Photoshop, Illustrator, XD, Acrobat | InVision | Jira | Salesforce | Cloud Coach | Kantata/Mavenlink | Kimble | SAP | Blackboard Web Community Manager CMS | Composer CMS | Asana | ClickUp | Google Suite | Microsoft 365 | Generative AI Tools

## CAREER EXPERIENCE

**Creative Services Manager**, Finalsite, Remote

**Feb 2023 – April 2026**

- Managed and mentored a 20-person team of designers and content specialists, driving performance, professional development, workload prioritization, project resourcing and consistent delivery of accessible, user-centered digital experiences.
- Oversaw team execution and operational delivery, including CMS migrations for 300+ client websites over the past year, ensuring accessibility compliance, stakeholder alignment & project scope, and on-time project completion across high-volume workloads.
- Implemented team workflows and delivery standards that improved cross-functional coordination, streamlined feedback cycles, and reduced average turnaround time by 20%.
- Lead quality assurance, design reviews, and escalation management, ensuring adherence to UX standards, WCAG guidelines, and brand requirements while maintaining high client satisfaction (23% YoY increase).

**Graphic Designer/Senior UI/UX Designer**, Finalsite (Formerly Blackboard), Remote

**Jul 2014 – Jan 2023**

- Delivered 400+ WCAG AA-compliant websites on time and within scope, achieving 98%+ client approval and earning internal recognition for excellence in user-centered design and client engagement.
- Drove revenue growth and scalability by co-developing a high-performing template library, contributing 16 production-ready web designs that balanced brand consistency with diverse user needs.
- Trusted leadership backup, regularly stepping in for Creative Services Manager during extended absences; overseeing project resourcing, resolving client escalations, and representing the Design team in strategic sales and stakeholder consultations.
- Executed 65 on-time client website launches and developed 50+ brand identities and logos, earning multiple industry honors including NSPRA and WebAward recognition.

**Operations, Training Development & Design**, Walt Disney World, Orlando, FL **Jan 1995 – Feb 2022**

- Leveraged 20+ years of experience in individual coaching, instructor-led training, and curriculum development, ensuring accurate, compliant, and engaging learning experiences across diverse audiences and business functions.
- Collaborated with subject matter experts and stakeholders to conduct learning needs analysis, define project scope, and design outcome-driven training programs.
- Designed, developed, and delivered global onboarding and operational training across diverse lines of business (Operations, Food & Beverage, Merchandise, Resorts, Guest Relations, and Vacation Planning), facilitating flagship programs and successfully onboarding 5,000+ new Walt Disney World Cast Members.
- Developed and maintained training materials and LMS operations, including presentations, workbooks, scripts, and digital assets; ensured brand and IP compliance, regulatory accuracy, roster management, and records compliance using modern learning design tools.

## **ADDITIONAL EXPERIENCE**

**Adjunct Faculty**, Pennsylvania College of Technology, Williamsport, PA

**Graphic Designer**, Walt Disney World, Orlando, FL

**Traditions Facilitator**, Walt Disney World, Orlando, FL (1 of only 25 Cast Members selected from 100s of applicants that year)

**Training and Facilitation**, Walt Disney World, Orlando, FL

**Guest Relations and VIP Tour Guide**, Walt Disney World, Orlando, FL

**Merchandise and Attractions Associate**, Walt Disney World, Orlando, FL

## **EDUCATION**

**Bachelor of Science in Graphic Design (BS)**, Pennsylvania College of Technology, Williamsport, PA

**Associate of Science in General Education (AS)**, Weber State University, Ogden, UT

## **LICENSES & CERTIFICATIONS**

**Google UX Design Certificate**, Coursera, 2022

**Google Project Management Certificate (Courses 1-5)**, Coursera, 2025-2026

## **AWARDS**

**Best in Category Website Award** - Denton ISD, TSPRA

**Outstanding Website Award** - High School District D214, WebAward

**Website Award of Excellence** - Kershaw County School District and North Central High School - SCNSPRA

**Multiple Website Awards for Best in Category, Gold Star and Silver Star**, TSPRA

**School Standard of Excellence Website Award** - Jackson Public Schools, WebAward

**Exemplary Client Service Award**, Blackboard

**School Standard of Excellence Website Award** - Forsyth County Schools, WebAward

**Awesome Woman Exemplars Award**, Pennsylvania College of Technology

**Gold Award Winner** – Northeastern Pennsylvania, AAF American Advertising Awards

**Member**, Alpha Chi Honor Society

**Partners in Excellence Recipient**, Walt Disney World (Highest Employee Award at the time)