

# Julie K. Geers

**WRITER EXTRAORDINAIRE**

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## EXAMPLE 1

### Employee Safety Handbook (Arboriculture Addendum): Shifting Gears Tree Company

#### PERSONAL PROTECTIVE EQUIPMENT (PPE)

The following PPE shall be worn accordingly:

1. **Head Protection** shall be worn at all times when performing tree care. Helmets shall be worn on job sites when there is a potential for falling objects or electrical hazards. Employees shall wear safety helmets according to the following:
  - a. **Type 2** – Offers protection from blows to the *top* and *sides* of the head
  - b. **Class G** – If the work being performed is around conductors at 2,200 volts (phase to ground)
  - c. **Class C** – Head protection with no protection against electrical hazards
  - d. **Class E** – Reduces exposure to high voltage conductors and offers dielectric protection up to 20,000 volts (phase to ground)
2. **Eye Protection** shall be worn when there is a potential for hazards from flying objects or particles, chemicals, arcing, glare, or dust. The following applies to eye protection at Shifting Gears Tree Company:
  - a. Must meet **ANSI Z87.1** standards
  - b. Shall be classified for impact and are marked with a **(+)**
  - c. Shall have shatter-proof lenses, impact-resistant frames, and provide side protection
  - d. *Prescription lenses can be made to meet ANSI standards*
3. **Protective Footwear** shall be worn to protect from falling objects, chemicals, or stepping on sharp objects. Athletic or canvas-type shoes shall not be worn. Employee footwear must include or have:
  - a. Impact and compression resistance
  - b. Metatarsal protection
  - c. Safety toe – steel or carbon composite
    - i. **"Tree Care" differs in these requirements – it is not mandatory to wear steel-toe or composite-toe boots when performing Tree Care.**
  - d. Slip resistance
  - e. Must lace up and be at least ankle-high
4. **Protective Gloves or Clothing** shall be worn when required to protect against hazards. Employers must select the appropriate hand protection based on the performance characteristics of the hand protection, the tasks to be performed, the prevailing conditions, the duration of use, and the identified hazards/potential hazards (examples below).
  - a. Skin absorption of harmful substances
  - b. Severe cuts or lacerations
  - c. Severe abrasions
  - d. Punctures
  - e. Chemical burns
  - f. Thermal burns
  - g. Harmful temperature extremes
5. **Harnesses and Lanyards** shall be utilized for fall protection as required in MIOSHA Construction Safety Standards.
  - a. Lanyard material must be made of at least ½" nylon or equivalent.
  - b. Lanyard hardware must be made of drop-forged or pressed steel and have a smooth surface.
  - c. Lanyard tensile strength must have a minimum tensile strength of 5,000 pounds.
  - d. Lanyards must be protected from cuts and abrasions.
  - e. Anchorages must be strong enough to support 2 to 4 times the weight of the worker.
  - f. Harnesses must have a legible tag with the model, date of manufacture, manufacturer, limitations, and warnings.

- g. Lanyard length should be 6 feet, +/- 2 inches (70-74 inches).
  - h. A test weight of 220 pounds, +/- 3 pounds, should be used (217-223 pounds).
  - i. Safety harness and lanyard hardware shall withstand a tensile loading of 4,000 pounds without cracking, breaking, or deforming.
  - j. The system must provide a complete stop and have a minimum deceleration distance of 3 ½ feet (42 inches).
  - k. Straps cannot touch a worker's neck or chin area.
  - l. Anchorages shall be regularly inspected.
- 6. Ear Protection** must be provided at no cost to the employee. This includes training and practicing the proper use and care of hearing protectors and ensuring they are fitted correctly.
- a. Employers must provide hearing protection when the noise level exceeds 85 decibels for an average of 8 hours or more.
  - b. Employees should be given the option to choose from a variety of suitable hearing protectors.
- 7. Chainsaw Chaps or Chainsaw Pants/Trousers** must be worn when doing any ground operation while using a chainsaw.
- a. UL Standards (North American) / EN Standards (European)
  - b. UL is sold in the U.S. and must be certified to ASTM F1897-14 by UL.
  - c. UL only makes the distinction between chainsaw trousers and chainsaw chaps. Both of these garments protect the front of the legs with the trousers, including a 100 mm wrap around the left side of each leg.
  - d. UL-certified trousers also have a large tag on the back clearly marking them as such.
  - e. EN Standards must adhere to the EN ISO 11393. These are tested extensively to ensure they meet this standard.
  - f. They categorized chainsaw trousers into four classes (based on chainsaw speed) and two types (based on the extent of protection).
  - g. Four Classes:
    - i. Class 0: 16 m/s
    - ii. Class 1: 20 m/s
    - iii. Class 2: 24 m/s
    - iv. Class 3: 28 m/s
  - h. Three Types:
    - i. Type A – Protection to the front of the legs
    - ii. Type B – Chap design, protection to the front of the legs
    - iii. Type C – Full protection to the front and back of the legs
- 8. Climbing Rope**
- a. Braided – Double-braided rope features a braided core with a braided exterior. Both share the load, though not necessarily in equal amounts. Popular variations are 12-strand, 16-strand, and 24-strand.
  - b. Kernmantle – Similar to braided, kernmantle uses a braided sheath to cover an inner core. The core is not braided but is either straight or twisted fibers. The inner core carries the load with its tensile strength, while the outer sheath protects the core from abrasion, UV rays, and other environmental factors.
  - c. Climbing lines shall be constructed from a synthetic fiber with a minimum rated tensile strength of 5,000 pounds (22.24 kN) and shall have a minimum diameter of ½ inch (12.7 mm). Maximum working elongation shall not exceed 7% at a load of 500 pounds (2.22 kN).
- 9. Hardware**
- a. Carabiners must be self-closing and double-locking, with a minimum breaking strength of 22.24 kN (5,000 lbs.) and a working load limit (WLL) of 2.22 kN (500 lbs.).
  - b. All hardware used for rigging and climbing should be marked with the kN rating and Minimum Breaking Strength (MBS). **DO NOT USE ANY HARDWARE NOT MARKED WITH A RATING!!**
- 10. ANSI Z133**
- a. All new Shifting Gears Tree Company employees will be provided with a copy of the ANSI Z133 to understand all standards of safe arboriculture practices.

**Receipt of Employee Safety Handbook (Arboriculture Addendum)**

The Employee Safety Handbook is a compilation of personnel policies, practices, protective clothing and gear, and procedures currently in effect at Prime Landscape Management, Inc. (hereinafter referred to as "Prime") and Shifting Gears Tree Company (hereinafter referred to as "Shifting Gears"), equal opportunity employers.

This handbook is designed to:

- Introduce you to the Safety Program
- Familiarize you with company-wide safety policies as they pertain to you as an employee
- Provide general guidelines on work rules, disciplinary procedures, and other issues related to your safety
- Help answer questions that may arise in connection with your employment and "Safety"

This handbook is intended solely to describe the present Safety Policies of the Safety Program at Prime and Shifting Gears. This handbook does not purport to include every conceivable situation; it is merely created as a *guideline*, and unless law prescribes otherwise, **common sense shall prevail**. Of course, federal, state, and/or local law will take precedence over Prime and Shifting Gears policies, where applicable.

*Personnel Policies are applied at the discretion of Prime and Shifting Gears. Prime and Shifting Gears reserve the right to change, withdraw, apply, or amend any policies or benefits, including those covered in this handbook, at any time. Prime and Shifting Gears may notify you of such changes via email, posting on the company's Intranet, portal, or website; a printed memo, notice, or amendment to this handbook; or reprinting of this handbook. Prime and Shifting Gears may, in their discretion, make such changes at any time with or without notice and without a written revision of this handbook.*

**By signing below, you acknowledge that you have received a copy of Prime and Shifting Gears' Employee Safety Handbook and understand that it is your responsibility to read and comply with the policies contained therein and any revisions made to it hereafter.**

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Employee Signature

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Date

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Full Name (printed)

## EXAMPLE 2

### Usability Study: Findings

Jordi Hamstadt conducted two usability studies. The first usability study utilized low-fidelity prototypes, which provided valuable insights for incorporating improvements into the mockups. The second usability study revealed further refinements to incorporate into the mockups to enhance the overall user experience.

#### Round 1 findings

- 1 – Users need a more intuitive way to exit the Navigation menu.
- 2 – Users need a way to confirm cancellation.
- 3 – The homepage could be more visually appealing if the logo were repositioned to the top left.

#### Round 2 findings

- 1 – Users also need an option for ordering from all pre-designed/curated flowers arrangements (non-customized).
- 2 – Users would like to see more images in the carousel on the home page for a quicker view right away.

**EXAMPLE 3**

## Model Release Form

**Model Name:** Steve Johnson

**Photoshoot Project(s):** Stump grinding

**Business Name:** Shifting Gears Tree Service

**Photographer Name:** Jordi Hamstadt

**Purpose:** Marketing, social media, promotional purposes

***Terms and Conditions:***

1. I, the undersigned model, hereby grant Shifting Gears Tree Service the irrevocable, non-exclusive, worldwide, royalty-free right to use, reproduce, distribute, display, and create derivative works of the photographs taken of me during the Photoshoot Project(s) specified above.
2. I understand that Shifting Gears Tree Service may use the photographs for (but not limited to) marketing, advertising, promotional, publicity, and/or illustration purposes, including (but not limited to) print, digital, and social media channels.
3. I understand that I will not be compensated for the use of the photographs.
4. I represent and warrant that I am over the age of 18 and have the full capacity to enter into this agreement.
5. I release Shifting Gears Tree Service and Jordi Hamstadt from any and all claims, demands, and liabilities arising out of, or in connection with, the use of the photographs, including but not limited to claims for defamation, invasion of privacy, and copyright infringement.

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Model Signature

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Date

---

Printed Name of Model

---

Photographer Signature

---

Date

---

Printed Name of Photographer

## EXAMPLE 4

# UX Research Study — Flowers with Feelings

<b>Introduction</b>	<ul style="list-style-type: none"><li>● <b>Title:</b> Usability Study for Floral Delivery App (Flowers with Feelings)</li><li>● <b>Author:</b> Jordi Hamstadt, UX Researcher, jordih@email.com</li><li>● <b>Stakeholders:</b> Flowers with Feelings customers, Jordi Hamstadt (Design Project Manager)</li><li>● <b>Date:</b> 30 June 2023</li><li>● <b>Project background:</b> It takes time out of a busy day to visit the florist, select an arrangement, wait for assistance with placing the order, pay, and then make a second trip days later to pick up the flower arrangement. This app will help ease those pain points and decrease the time/energy it takes to physically go to a florist by making it possible to choose a customized arrangement, input delivery details, pay, and have the flowers delivered to the correct destination - all from this convenient app (with ease).</li><li>● <b>Research goals:</b> To see if ordering flowers (for delivery or pick-up) is more satisfying to customers than physically going into the florist shop or ordering by phone, and to find any pain points that occur while using this app.</li></ul>
<b>Research questions</b>	<ul style="list-style-type: none"><li>● How long does it take a user to complete an order with this app?</li><li>● How long does it typically take the user to order flowers without this app?</li><li>● How much time is saved ordering from this app compared to physically ordering flowers from a florist shop?</li><li>● Are there any pain points experienced while using this app? What are they?</li><li>● What is the user's favorite feature of this app?</li><li>● How confident do users feel after placing an order with this app?</li></ul>
<b>Key Performance Indicators (KPIs)</b>	<ul style="list-style-type: none"><li>● Time on task</li><li>● User error rates</li><li>● Drop-off rates</li><li>● Conversion rates</li><li>● System usability scale</li></ul>

<p><b>Methodology</b></p>	<ul style="list-style-type: none"> <li>● Unmoderated usability study</li> <li>● <b>Location:</b> Remote (each participant will complete the study online)</li> <li>● <b>Date:</b> Sessions will take place during the week of July 9-15, 2023</li> <li>● <b>Length:</b> Each session will last up to 30 minutes, based on a list of prompts, with an SUS following the study</li> <li>● <b>Procedure:</b> Initial email, task/activity with a survey, and optional phone interview (if needed for clarification or elaboration)</li> <li>● <b>Compensation:</b> Gift card for Flowers with Feelings with a value of \$10</li> </ul>
<p><b>Participants</b></p>	<ul style="list-style-type: none"> <li>● <b>Primary Characteristics:</b> <ul style="list-style-type: none"> <li>○ Two males, two females, one nonbinary</li> <li>○ All participants must be 18 years and older</li> <li>○ At least one participant must be between 18 and 42 years old</li> <li>○ At least one participant must be older than 60 years old</li> <li>○ All participants must have ordered flowers in the last month</li> <li>○ At least one participant must regularly use visual assistive technology (at least once per week)</li> <li>○ At least one participant must be a non-native English speaker</li> </ul> </li> <li>● Participants will receive a \$10 (USD) gift card from Flowers with Feelings upon completing their study participation.</li> </ul>
<p><b>Script</b></p>	<p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>○ Email <ul style="list-style-type: none"> <li>■ Dear [Participant Full Name],</li> </ul> <p>My name is Jordi Hamstadt, and I am conducting research for a new app that is in development. Any data you provide will be collected and used to help improve this app. Answers will help us make the app's design more usable for millions of users.</p> <p>As you complete this activity, please keep in mind that there are no right or wrong answers. The questionnaire is NOT a test.</p> <p>Before beginning the activity, please sign the consent and permission to record form [email link]. After you sign and submit the consent, you will receive an email with a link to the activity details. Once the activity is completed, each participant will receive a \$10 gift card to Flowers with Feelings.</p> </li> </ul>

If you have any questions, comments, or concerns, please contact me at [jordih@email.com](mailto:jordih@email.com). Thank you kindly for your participation in this study. Every submission is very valuable to us.

Sincerely,  
Jordi Hamstadt

#### **Questionnaire:**

- After the user has consented to record, the participant will be provided with a link to the study, along with a brief explanation and a baseline survey.
- Questions 1-4 will include an input box with an option for "Prefer not to answer."
  1. Full name
  2. DOB (month and day)
  3. Location of residence (City, State, Zip Code)
  4. Are you in a romantic relationship, or do you have any kind of human companionship?
  5. How many times a year do you purchase flowers from a florist shop by phone or in person?
  6. How long does it typically take you to order flowers from a local florist shop?
  7. What is your desired timeframe for ordering flowers?
  8. Please rate your current level of satisfaction with ordering flowers. (Likert scale 0-10)
  9. Do you experience any pain points when ordering flowers from a florist shop? If yes, please explain.
  10. Do you enjoy ordering flowers? Why or why not?

#### **Tasks / Unmoderated Usability Study:**

- The time taken to complete the task will be electronically recorded and attached to each participant's study file.
- A qualitative and quantitative survey will be given as participants complete their tasks.
- **Instructions:**
  - "Hello, and welcome to the activity portion of our research. Please open a new tab for [www.flowerswithfeelings.com/](http://www.flowerswithfeelings.com/)<unique code>."
    - "Think Aloud" instructions:
      - "We are asking participants to 'think aloud' during this recording. While performing tasks, please speak your thoughts aloud. This means to *speak* your thoughts as you complete each task."

- Prompts will be given for the following tasks:
  - **Task 1: View and observe the homepage.**
    - Please comment on your initial thoughts when viewing the home page (what catches your eye first, likes and/or dislikes, confusing areas, etc.).
  - **Task 2: Place a customized order.** All options will be pre-selected, and forms will not need to be filled out. Upon arriving on the "Confirmation" page, please *cancel* your order.
    - What were the steps you took to complete this action? Explain your experience. Did you have any pain points?
  - **Task 3: Place a new order.** When you get to the "Colors" page, open and then close the navigation menu.
    - How was your experience? What were the steps you took? Did you experience any pain points? If so, explain.
  - **Task 4: Open the profile page.**
    - What steps did you take to complete this action? Did you experience any confusion or pain points?

- **Questionnaire**

- Answer questions 1-6 by rating each statement on a scale of 1-10 (1=strongly disagree, 10=strongly agree).
  1. The app was user-friendly.
  2. I found it challenging to place an order.
  3. The app was more convenient for ordering from than visiting a florist shop in person.
  4. The app took less time to place an order than ordering from a florist shop (phone or physical location).
  5. There were too many customization options.
  6. I would use this app in the future.
- 7. What was your favorite feature of the app?
- 8. How confident are you after placing an order in the app?
- 9. Was ordering flowers easy or challenging to complete? Why?
- 10. Did you experience any pain points while using the app? If so, explain. What would you change?
- 11. Was there anything you especially liked while placing an order?

12. Please share any additional feedback, comments, concerns, or questions you may have after completing your order.

Please include any suggestions, what worked well, areas for improvement, pain points, and anything that stood out (positive or negative).

13. Finally, when you are finished, please click the submit button and check your email for your unique \$10 compensation code.

- After clicking submit, the participant will be sent to a page that reads:
  - "Thank you once again for completing the activity. Your opinion is valuable. Sometimes we need to ask follow-up questions to elaborate or clarify. If you are willing to participate in a phone interview, please click **<here>**. This link will direct you to a form that ensures we have your correct contact information.

Sincerely,  
Your Research Team"

- **Phone Interview (optional):**

- Participants were given the option for a phone interview with a researcher the following day. If needed and approved by the participant, the script is as follows:
  - "Hello, this is Jordi with the Flowers with the Feelings research team. May I please speak to < participant's first name>?"
  - "Thank you. For security, can you confirm your full name and birthdate (month and day)?"
  - "Thank you! Before we begin, do I have your permission to record this interview? I want to remind you that this is not a test. There are no right or wrong answers. If you have any questions along the way, please ask. I welcome you to interrupt me, if needed."
  - "The data you provide is collected to help improve our flower delivery app. Your answers will help us improve the app for future users. Your name will never be disclosed for any reason. We will protect your privacy and keep things confidential, so please answer each question honestly. Your answers are used to make this app better for thousands of future customers."

- Clarification/elaboration questions will follow this format:
  - “<Participant first name>, could you please tell me more about **<state the applicable survey question>?**”
  - Ask open-ended questions, as needed.
- "Thank you, once again, for your continued participation. Do you have any further questions, or is there anything else you'd like to bring to my attention? **<participant answers>**. Great, <participant first name>! We really appreciate your willingness to help improve this app. Have an excellent day!"

- **Compensation Email:**

- "Hello <Participant full name>. Thank you for your participation in our research study! It's much appreciated. Your unique code to receive \$10 off at Flowers with Feelings is: <unique 10-digit code>. You will enter it in the check-out form on the app, under 'Discount Code.'

Sincerely,  
Flowers with Feelings Research Team"

## EXAMPLE 5

### TRAVERSE CITY: TO-DO PROCESS IN LMN

1. When creating a To-Do in LMN, add the **"Traverse City" Tag**
  - a. In the Add box, start typing "Traverse City." When Traverse City pops up, select it and then click on "Add Tag." (**It's imperative to click on "Add Tag!"**)

The screenshot shows the LMN software interface for a contact named Sarah Jones. The interface includes a navigation bar with options like 'Contacts', 'Jobsites', 'Estimates', 'Invoices', 'Communication History', 'To-Dos', 'Files', and 'Customer Portal'. Below the navigation bar, there are several summary cards: 'KEY DATES' (Last Contact: Never, Date Created: Sep 5 2025, Created By: Julie Geers), 'PAYMENT METHOD' (A payment method has not been set up for this customer), 'TOTAL ESTIMATES' (0 THIS YEAR, 0 ALL TIME), and 'TOTAL WORK' (\$0.00 ESTIMATED, \$0.00 (0%) SOLD). The main section is divided into 'GENERAL INFORMATION' and 'TRACKING + ASSIGNMENT'. 'GENERAL INFORMATION' includes fields for Name (Sarah Jones), Address 1 (123 Street Ln SW), Address 2 (Address Line 2), City (Grand Rapids), State/Prov (MI), Postal/Zip (12345), Country (US), and Archived (No). 'TRACKING + ASSIGNMENT' includes fields for Type (Lead), Classification (Residential), Assigned To (<ANYONE>), Referral (Traverse City Mail Ad 2024), and Ref. Note (Referral Notes). Below these fields is a 'TAGS' section with an 'Add' box containing 'Traverse City' and a blue selection button. A green 'Add Tag' button is circled in red. At the bottom, there are buttons for 'Back to Contacts', 'Print', 'Archive', 'Delete', and 'Save'.

2. When writing the lead, begin by typing "TC\_\_".
  - a. **Example:** "TC\_\_#03 – NEW: Sarah Jones, 123 Street Ln SW GR 12345, (123) 456-7890, sarahjones@email.com, Sarah needs a quote for..."
3. After creating a To-Do in LMN, **send an email to Matthew G, Kelly M, and Andrew K:**
  - a. The subject line and body of the email should include the following:
    - Customer name
    - Brief description of the To-Do

**Example email:**

  - **Subject Line:** TC Lead: Jane Doe, lawn mowing and retaining wall
  - **Body:** I just created a new TC lead in LMN. It's under Jane Doe. She would like a quote for weekly lawn mowing and installation of a retaining wall.
4. **Enter the basic client information into the appropriate Monday board:**
  - a. **For maintenance jobs** (mowing, edging, fertilizer, pruning, snow, irrigation service, aeration, etc.), input the customer's **name** and **address** into:
    - i. **TC GREEN/SNOW 25-26**
      - o Sales > Sales Dept > Bidding 25-26 > TC GREEN/SNOW 25-26 > PENDING
  - b. **For installation/project jobs** (retaining walls, landscape design/installation, irrigation installation, planting projects, hardscape, etc.), input the customer's **name** into:
    - i. **25-26 TC FORECAST - Landscape Planner**
      - o Sales > Sales Dept > Bidding 25-26 > 25-26 TC FORECAST - Landscape Planner > NEW BID

## EXAMPLE 6

### MEMO

**TO:** All "Shifting Gears Tree" employees

**FROM:** Jordi Hamstadt, Safety Committee Director

**DATE:** October 4, 2025

**SUBJECT:** Mandatory Toolbox Meeting: Proper PPE in Tree Removal Operations

This memo is a reminder for our upcoming mandatory safety committee toolbox meeting on the proper use of Personal Protective Equipment (PPE) during tree removal operations. The meeting is scheduled for **7 a.m. on October 20, 2025, in the Mechanic's Shop.**

Team safety during tree removal is critical. Strictly following safety protocols and correctly wearing the proper PPE are mandatory. This meeting will focus on:

- Reviewing the PPE required for various tree removal scenarios
- Reinforcing best practices for PPE use
- Addressing any questions or concerns regarding PPE usage and maintenance

Your active participation and insights are vital in fostering a secure working environment for everyone. Please come prepared to contribute to a comprehensive and effective discussion.

Sincerely,

The Safety Committee

## EXAMPLE 7

### Procedure Guideline: ORDERING FLAGS

#### General Contact Information for Flags 'n More Mfg:

**Address:**

PO Box 123  
Village, NE 45678

**Phone:**

(800) 999-1234  
(800) 345-6789

**Account Number:**

#1357902468

**Website:**

<https://Flags-n-More.com>

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#### General Order Information:

- Minimum order of 5,000 (total) when ordering flags WITH logo and writing
  - Order in quantities of 500 when ordering flags with NO logo and writing
  - Flags are 4" x 5" with a 21" wire staff
- 

#### Placing an Order:

- Call (800) 999-1234
- When asked, please provide our customer account number (#1357902468), the quantity, color(s), and specify whether the flags will have our printed logo or just a solid color.
- If they ask for a PO, just use your first name and date.
  - Example: "Jordi08192024"
- Record the following information on a separate sheet of paper and place it in the "Orders" folder:
  - Color (logo or solid)
  - Quantity
  - PO
  - Date
  - Example:
    - 2,200 – Flo Green (solid)
    - 1,500 – Purple (logo in white)
    - 1,500 – White (logo in black)
    - PO: Jordi08192024
    - Ordered on 8/19/24

## RESUME - UX Designer (example)

### Jordi Hamstadt

Grannsville, MI | (555) 488-4848 | [www.JordiHamstadtDesigns.com](http://www.JordiHamstadtDesigns.com)  
JordiHamstadtDesigns@email.com | [linkedin.com/in/jordihamsdesigns](https://linkedin.com/in/jordihamsdesigns)

### UX Designer Extraordinaire

As a user-centered UX designer, my compass always points to the user. I don't just design for them; I embody their needs, navigating every project with empathy, and understanding their needs through rigorous research. My skill set is dynamic – constantly adapting and evolving as I grow. My diverse qualifications, education, and experiences are the unique lenses through which I view and solve design challenges.

### Certifications

#### GOOGLE UX DESIGN CERTIFICATE

Google Coursera (Online)

#### MICROSOFT — MS900 CERTIFICATE

Microsoft Corporation (Online)

### Education

#### BS IN HCI

Grand Valley State University (Michigan)

### Experience

#### GOOGLE UX DESIGNER (online) / 2023 – Present

- Designed apps and websites for Fortune 500 companies
- Specialized in user research fundamentals, UI design, inclusive design, wireframes, low & high-fidelity prototypes, and design software
- Conducted comprehensive user research, auditing, and user interviews
- Completed hands-on projects and developed extensive portfolios
- Proficient in Figma, Adobe XD, Adobe Photoshop, and Google Workspace
- Successfully created responsive app and web designs, with a strong emphasis on compelling typography, iconography, and color usage
- Developed captivating branding graphics, design systems, and logos for over 20 high-end photography studios

#### MICROSOFT (remote) / 2022-2023

##### – Microsoft Service Engineer

- **Deep Product Knowledge:** Quickly assimilated comprehensive knowledge of all Microsoft products and services
- **Award-Winning Service:** Earned "Employee of the Month" and received client accolades for exceptional communication and problem-solving skills
- Increased enterprise sales by 140%

##### – Full Stack Developer (Dev 2)

- Developed, modified, & debugged programs to improve overall performance & resolve issues
- Collaborated closely with SMEs and Product Owners in an agile environment
- Used excellent communication skills, enriching team collaboration
- Regularly used basic programming languages, including HTML, CSS, JavaScript, & React

#### ALABAMA POLICY PRACTICE – MARKETER AL (remote) / 2018-2022

- Spearheaded the "Stop from the Top" campaign for NAMI Alabama, successfully touring the state
- Conducted research and analysis, wrote, edited, and planned the campaign, securing over 100 new pledge signatures

## INFORMAL



As Autumn draws near, the falling leaves and crisp air signal it's time to prepare your lawn for the impending winter season. Michigan winters can be tough on lawns, but proactive measures can help your lawn withstand the cold and snow. Feeling overwhelmed? Don't worry because **Prime Landscape Management, Inc.** ("Prime") offers expert services and professional guidance to assist you. Please see our tips below.

**1. Mow low before the snow.**

Mowing your lawn to a lower height helps reduce snow accumulation on the grass blades. This is important because excessive snow cover can weigh down the grass, leading to breakage or matting. Matted grass becomes more vulnerable to diseases and pests, hindering new growth in the spring.

Mowing low also helps remove dead or diseased grass blades, preventing the spread of disease and pests. It also allows more sunlight and air to reach the healthy grass blades. This can promote thicker, healthier growth come springtime.

**2. Aerate now, your lawn will thank you later.**

Aeration improves the drainage in your yard. When done properly, it will give your grass roots more air and water to breathe more easily. This helps your grass grow healthier and stronger before the upcoming winter.

**3. Clean your leaves before the freeze.**

As winter approaches, it's crucial to perform pre-freeze leaf cleanup. This step is not only about aesthetics but also about preventing potential issues that can arise due to the accumulation of leaves and other debris on your lawn or garden beds.

Leaves can block sunlight, trap moisture, and impede airflow, which can lead to issues like snow mold. Snow mold is a fungal disease that can damage your grass during the winter months. Furthermore, leaves and other debris can provide a harbor for rodents. Removing leaves will make your lawn less attractive to rodents looking for shelter.

**4. Fall fertilization – feeding for the future.**

If you want your grass to survive the winter in tip-top shape, fall fertilization is key. It helps your grass replenish the nutrients it used up during the growing season. The nutrients promote root growth. Roots that are deep and strong help your lawn stay anchored in the ground even when the wind is howling and the frost is heaving.

**5. Tread lightly (or not at all!).**

To help ensure the health and longevity of your lawn, refrain from walking on it when covered in snow. Foot traffic can compact the snow, making it difficult for your grass to get the oxygen it needs.

**6. Be patient – it will all be worth it.**

Your lawn might appear brown and lifeless during the winter, but come springtime, it will rejuvenate and regain its vibrant green color once again.

In short, it pays to think proactively before winter is upon us. Following the guidelines discussed above will provide your lawn with many advantages, helping it endure the challenging winter conditions in Michigan. Don't hesitate to contact **Prime** today. Our team of experts will assist you in preparing your lawn for the winter, ensuring it remains healthy and vibrant come spring.

## EXAMPLE 10

### Release Notes

#### Nexus Platform v4.0: "Elevate" Update

**Date:** December 22, 2025

**Audience:** Product Managers, End-Users, and Support Staff

We are excited to announce the immediate release of Nexus Platform v4.0, codenamed "Elevate." This major update introduces significant performance enhancements, a streamlined user interface, and several highly requested collaboration features.

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## 1. Key Changes and New Features

### 1.1. Revamped User Interface (UI)

The entire Nexus UI has been redesigned for improved navigation and reduced cognitive load.

- **Persistent Navigation Bar:** Key modules (Dashboard, Projects, Reports) are now accessible from a left-side persistent navigation bar, replacing the previous top-menu structure.
- **Customizable Dashboards:** Users can now drag-and-drop widgets to personalize their primary dashboard view, focusing on the metrics most relevant to their role.

### 1.2. Real-Time Collaboration Module

A new 'Live Edit' feature is introduced for shared documents and project plans.

- **Simultaneous Editing:** Multiple users can now edit the same document concurrently, with live presence indicators.
- **In-App Commenting:** A dedicated side panel lets users leave time-stamped, threaded comments directly within documents, eliminating reliance on external annotation tools.

### 1.3. Advanced Reporting Engine

The reporting functionality has been rebuilt to handle larger datasets faster.

- **Sub-second Query Time:** Report generation for datasets of up to 1 million records is now consistently executed in less than one second.
  - **Scheduled Exports:** Users can now set up automated weekly or monthly exports of standard reports to integrated cloud storage (e.g., Google Drive, Dropbox, etc.).
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## 2. Upgrade Instructions

This is a major version release and requires a brief migration process.

Step	Action	Estimated Time	Notes
1.	<b>Backup Data</b>	5 minutes	Ensure a complete snapshot of your <b>nexus-data</b> directory is taken.

2.	<b>Stop Service</b>	< 1 minute	Execute <code>sudo service nexus stop</code> on your primary server.
3.	<b>Run Migration Script</b>	2-10 minutes (data dependent)	Download the <code>v4.0_elevate_migrate.sh</code> script and execute it. <b>Do not interrupt this process.</b>
4.	<b>Restart Service</b>	< 1 minute	Execute <code>sudo service nexus start</code> . The system will be available immediately after a restart.

**Important Note for Self-Hosted Users:** Nexus v4.0 now requires Java Runtime Environment (JRE) 17 or higher. Please verify your JRE version *before* initiating the migration script.

### 3. Bug Fixes in v4.0

This release includes a resolution for several issues reported in v3.8 and earlier versions:

- Fixed an issue where user session timeouts were incorrectly reset when viewing read-only dashboards (**NXS-419**).
- Resolved a display bug causing truncated text in the Project History log when viewed on mobile devices.
- Addressed a critical vulnerability that allowed unauthenticated users to enumerate system users via a malformed API call to the `/auth/status` endpoint (**CVE-2025-9876**).
- Corrected discrepancies in currency conversion calculations within the Finance module.

### 4. Known Issues

The following issues have been identified during testing and are being actively addressed. Patches will be deployed in v4.0.1.

Issue ID	Description	Workaround	Impact
<b>NXS-455</b>	Exporting large Custom Reports (over 500,000 records) to CSV fails intermittently with a "Memory Allocation Error."	Reduce the record count or use the new Scheduled Exports feature.	High
<b>NXS-458</b>	New Live Edit collaboration cursors occasionally flicker when five or more users are simultaneously editing.	Refresh the browser tab. The issue is purely visual and does not affect data integrity.	Low
<b>NXS-461</b>	Legacy API endpoints ( <code>v1/reports</code> ) are incorrectly logging warnings instead of deprecation notices in the system logs.	No required action. The endpoint remains functional.	Low