

Jenna Muettterties

404.576.7448 | jennamuettterties112902@gmail.com | jennamuettterties.com | linkedin.com/in/jenna-muettterties-8a1b29260/

EDUCATION

UNIVERSITY OF TENNESSEE, KNOXVILLE	Knoxville, TN
Bachelor in Information Science, Concentration in User Experience Design	May 2025
Minor: Graphic Design Studies	
GPA: 3.75/4.00	
ISTITUTO LORENZO DE' MEDICI	Florence, Italy
Study abroad coursework in Art History I: Antiquity to Early Renaissance	June 2023

EXPERIENCE

TANGO REPS	Atlanta, GA (Seasonal)
Technology Assistant	May 2022 - Present
• Enter and audit commission data to ensure accuracy across wholesale gift industry sales records. • Assign barcodes to products within physical catalog books, maintaining organized and consistent product information. • Design promotional graphics for showroom events, supporting visual branding and in-person sales presentations. • Provide general technical assistance across day-to-day operations, adapting to varied needs in a fast-paced wholesale environment.	
KNOXVILLE-KNOX COUNTY PLANNING	Knoxville, TN
Assistant Web Developer/Webmaster	July 2025 - May 2026
• Maintained and updated 10 government websites to ensure accurate, clear public information and positive user experiences. • Prepared, published, and managed digital case files and materials for the Planning Commission, Historic Zoning, Design Review Board, and Transportation Planning board meetings. • Collaborated with internal staff and external partners to write and edit HTML content, ensuring accurate and timely public information. • Troubleshoot and resolved front-end and back-end website issues to maintain functional, reliable, and accessible public-facing websites. • Analyzed user behavior and identified suspicious traffic using Google Analytics to improve user engagement and support website security. • Extracted and organized content from 2 agency websites into structured files to support digital archival processes. • Supported WCAG accessibility compliance through website audits, accessible HTML implementation, and identification of remediation solutions.	
KNOXVILLE-KNOX COUNTY PLANNING	Knoxville, TN
Information Services Intern	July 2024 - May 2025
• Managed comprehensive archival operations including collection, organization, cataloguing, and storage of 1,000+ files and cartographic materials for the Planning department. • Conducted audits for the agency's 10 websites to evaluate and optimize user experience and accessibility. • Processed and prepared physical plat documents for digital archival, ensuring accurate record preservation and compliance with documentation standards. • Executed large-scale digitization of Planning documents, converting physical records into organized digital assets within shared folder systems. • Designed and implemented a reference library catalog database for internal staff in Microsoft Access, facilitating information retrieval and resource management through API integration.	

SKILLS & CERTIFICATIONS

Design: UX/UI Design, Web Design, Graphic Design, Figma, Adobe Suite
Development: Web Development, HTML, CSS, Python, PHP
Accessibility & Compliance: Web Accessibility, WCAG, Responsive Design
Tools & Software: Microsoft Access, Google Analytics
Google UX Certifications: Foundations of User Experience (UX) Design, Start the UX Design Process: Empathize, Define, and Ideate, Conduct UX Research and Test Early Concepts, Build Wireframes and Low-Fidelity Prototypes, and Create High-Fidelity Designs and Prototypes in Figma