

Jenna Muetterties

404.576.7448 | jennamuett@gmail.com | jennamuetterties.com | linkedin.com/in/jenna-muetterties-8a1b29260/

EDUCATION

UNIVERSITY OF TENNESSEE, KNOXVILLE	Knoxville, TN
Bachelor in Information Sciences, 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 (Remote)
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 via API connections 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, SQL, JavaScript

AI Tools: Figma AI, Claude, GitHub Copilot (VS Code), Adobe Firefly/Sensei

Accessibility & Compliance: Web Accessibility, WCAG, Responsive Design

Tools & Software: Microsoft Access, Google Analytics, WordPress

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, Create High-Fidelity Designs and Prototypes in Figma, and Build Dynamic User Interfaces (UI) for Websites, Design a User Experience for Social Good & Prepare for Jobs