

# Heather Madison

Storrs, CT | [hlmadison@uconn.edu](mailto:hlmadison@uconn.edu) | (475) 882-9420 | [linkedin.com/in/hlmadison](https://www.linkedin.com/in/hlmadison) | [behance.net/hlmadison](https://www.behance.net/hlmadison)

## Education

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### University of Connecticut

Bachelor of Arts (B.A.), Digital Media & Design, 2025

- Awarded Presidential Merit Scholarship, 2021-2025

## Job Experience

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UConn Information Technology Services (ITS), Storrs CT

May 2024 - Present

### Graphic Design Specialist

- Use vector design software to create professional digital graphics that emphasize the modern design and brand of UConn.
- Design advertisements shown across UConn campuses to highlight events or spread awareness of UConn technologies.
- Prioritize accessibility in designs by receiving training and input from accessibility coordinators.

Wedding Realm, Remote

Aug 2024 - Dec 2024

### Design Intern

- Modernized and diversified the visual design of the Wedding Realm brand with new fonts, colors, and symbols.
- Constructed brand style guidelines to reinforce design standards across all Wedding Realm media.

UConn ITS Technology Support Center, Storrs CT

Sep 2021 - May 2024

### Advanced Support Specialist

- Troubleshoot and repaired UConn student and faculty hardware and software issues to maintain university productivity.
- Guided customers on using university technology through friendly and adaptive customer support.

Weston Public Schools, Weston CT

Summer 2022, 2023, 2024

### Information Technology Intern

- Repaired student devices through various hardware fixes to ensure smooth operation for Weston students.
- Updated network technology throughout the district to increase productivity and accessibility for Weston students and faculty.

## Software Experience & Skills

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### Graphic and Illustrative Design Software

- Adobe Illustrator, Adobe Photoshop, Adobe InDesign, Carousel Digital Signage

### 3D and Game Design Software

- Unity, Autodesk 3ds Max, Autodesk Maya, Maxon Zbrush, Blender, Adobe Substance 3D Painter, Unreal

### Skills

- Typography, color theory, accessible design, vector design, strong computer proficiency, communication, customer service