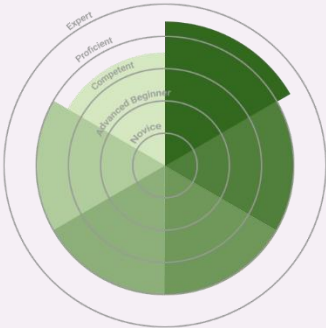




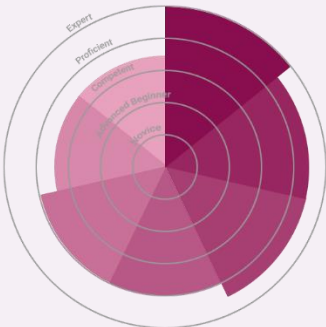
Skills

UX Skills



- Usability Testing
- User Research
- Process Flows
- Persona Development
- User Stories & Scenarios
- Interviews

UI Skills



- Rapid Prototyping
- Application Flows
- Enterprise UI Design
- Navigational Site Maps
- High-data UI Design
- Design Psychology
- Pattern Library Dev.

Experience

Expeditors International of Washington, Seattle WA 10/2005 – present

- Work with multiple agile project teams gathering user and business requirements to design UIs and interactions for internal high-data capture and display web applications
- Step into projects at different stages and give the team what they need no matter the stage from user research and product design to small design-only solutions
- Research expected users through interviews, observations, surveys and social media to create personas and workflows and to determine user needs
- Research design psychology, generational technology trends, and standard UI patterns to fill the void when user research is unavailable
- Work with developers and business analysts to identify and overcome technical problems and constraints with well thought-out design solutions
- Support developers in troubleshooting and researching front-end issues
- Create simple hand drawings to high fidelity prototypes for design
- Document design from simple to very detailed UI specifications
- Design, moderate and analyze the results of usability tests
- Gather user feedback post-release through surveys, interviews and the System Usability Scale (SUS)
- Lead collaborative design sessions and story mapping sessions
- Create style guides and pattern libraries for use for individual projects and organizational groups
- Evangelize and teach user experience and user psychology to project teams and business representatives through presentations and written articles
- Collaborate with other designers across the enterprise to determine company design principles and to create and improve enterprise design styles and patterns
- Develop reusable JavaScript libraries for use in production code and prototyping
- Mentor associate UX designers and developers

Sunrise United Methodist Church, Federal Way WA 3/2010 – 3/2016

- **Web Presence Maintenance**
 - Designed and maintained website including banner and written content creation based on advertising campaigns and current events.

JEANNE HALLOCK ENTERPRISE UX DESIGNER

• User Experience – Revitalization

- Reported on web traffic using Google Analytics
- Maintained and reported on usage of Google Places page and Facebook page
- Planned and led congregational values discovery meeting
- Designed and conducted 4-part survey to determine congregation's current demographics, attitudes and expectations
- Researched community demographics and identified ESRI lifestyle segments representing the community and congregation

GiftCertificates.com, Seattle WA, 5/1999 – 10/2005

• Website Manager

- Determined, prioritized, and implemented site changes based on current industry usability practices and testing results
- Collaborated in conducting usability tests and correlated results with other site metric resources
- Determined and reported on the success of UI site changes
- Evangelized usability to the Marketing Department
- Oversaw changes published to the consumer website
- Determined and approved UI design for internal tools
- Gathered and wrote product requirements
- Designed and developed internal tools to use in reporting site metrics.
- Wrote and maintained website style guide for current website design.

• Enablement Manager

- Managed the enablement web team with three other members.
- Ensured development stayed on schedule.
- Mentored other developers on the team.
- Created demonstrations of enabled websites for use by the sales team.

• Front-end Developer, SQL Report Developer

Additional Experience

- **Web Developer and QA**, Microsoft CATM Publishing and FrontPage 98, CTS Technical Services, Redmond WA
- **Web Developer and Designer**, Sole Proprietor, Virtual InSites Website Design, Federal Way WA

Education

- User experience and usability, ongoing study through UX conferences, UIE webinars, blogs and books
- B.S. in German and French, St. Cloud State University, MN, Magna Cum Laude

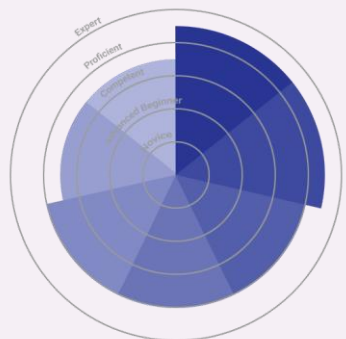
Skills

Development Technologies



- HTML
- CSS
- JavaScript, JQuery, JSON
- Bootstrap
- Google Material Design
- JSP, JSF
- Java, ASP.net

Soft Skills



- Empathy
- Ability to Learn
- Communication Skills
- Mentoring & Teaching
- Positive Reception to Critique
- Presentation Skills
- Negotiation Skills