As a passionate designer, interested in technology, and a lover of numbers, I am excited to add efficiency and a positive voice to your company. I create intuitive, efficient, designs that are easy to use, so that interacting with them creates a positive, empowering experience.

SKILLS

* Prototyping
* Wireframing
* User interviews
* Usability tests
* UI Design

Tools

* Sketch
* Omnigraffle
* Excel
* Sketchbook Pro
* Wordpress

WORK EXPERIENCE  
General Assembly, Seattle, *UX Instructional Associate* MAR 2019 – PRESENT

* Instructing and coaching 40 students on UX process, developing their skills in research, information architecture, organization and hierarchy of data, and visual design.
* Leading workshops on Sketch, Invision, Excel, and intro to UX.

Chelsey Lew Designs, Seattle OCT 2018 – PRESENT

*UX Designer - High Fidelity Fusion*

* Designing and developing 17 page Squarespace site
* Creating style guide, logo, and brand identity
* Adapting main design for print, digital, and merchandise

*UX Researcher - Emerald City Blues Festival*

* Conducting 6 card sorts to establish information architecture.
* Establishing style guide with current logo to represent brand.
* Creating 8 page site from paper sketches to published.

*UX Designer - Lonely Produce*

* Providing a start-up with a research driven prototype.
* Generating paper sketches, wireframes, clickable prototypes.
* Conducting usability tests in an agile work environment.

Bedknobs and Broomsticks, Seattle, *Customer Service*  MAR – SEPT 2018

* Providing the company a content management system for a new market of client.
* Managing expectation with clients, and confidence with customers.

Lowes (The Mine), Kirkland WA OCT 2014 – MAR 2018

*Workforce Management- Lead Resource Planning*: JUN 2016 – MAR 2018

* Developing a metrics dashboard used to provide real time and historic data to CEO.
* Forecasting staffing needs for eight teams.
* Aligning available workforce in accordance to business need.
* Utilizing Excel for operation and agent metrics data to improve company wide efficiency.

*Customer Care Lead - Voice, Chat, Multimedia*: OCT 2014 – JUN 2016

* Revolutionizing over 10,000 emails a month.
* Discovering and fixing issue that reduced headcount by 4 FTE
* Promoted from a Care representative to team lead for 8-18 individuals.
* Responsible for training, and handling escalated situations.
* Coaching team members on maintaining and improving business standards.

EDUCATION

General Assembly User Experience Design Immersive - Seattle, WA Sept 2018

Edmonds Community College (General AA) – Lynnwood, WA 2010 – 2012