

# BRITTANY KEITH



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## UX SKILLS

User Research  
Facilitation  
Task Analysis  
I.A.  
Personas  
Journey Maps  
Usability Testing  
Wireframing  
Prototyping  
HTML  
CSS  
JavaScript

## Tools

Figma  
Balsamiq  
VisualSiteMaps  
Treejack  
Optimal Workshops  
Wireframe.cc

## LANGUAGES

English (Native)  
Spanish (C1)  
German (B1)

## PROFILE

UX Designer with a background in teaching, customer service, and hospitality. Experience with digital and in-person facilitation. Empathy for both user and stakeholder needs. Committed to user-centered design. Seeking continuous learning and improvement.

## PROJECTS

### Baby Tracker App

UX/VUI Designer/Developer | Spring 2022

Frustrated with the lack of voice accessibility from apps for new parents, I created the app I would have liked to have while I was a new mom.

- Wireframes, all-fidelity prototypes, personas, journey maps, task analysis, and user research
- Coded both the GUI and the VUI.
- Available on the AppStore and GooglePlay store

### FLED APP

CareerFoundry UX Design Project | Summer/Fall 2021

Used this project to learn the UX process more in depth and to ideate solutions to problems that I faced as a foreign language teacher.

- Conducted exploratory user research with participants, which led to discovering a common difficulty around finding teaching materials.
- After a few iterations, used Figma to design a native app that allows Foreign Language Teachers to quickly and painlessly find materials that they require.
- Applied open card sorts, user interviews, A/B testing, and moderated remote usability testing to come up with the solution.

### LANGIFY

CareerFoundry UX Design Project | Spring 2021

Created a language learning app and learned the design thinking process through a three-week UX learning sprint.

- Using my knowledge of foreign language acquisition, designed an app based on the latest language learning methods.
- Tested the concept with potential users and designed a mid-fidelity prototype

## SOFT SKILLS

Leadership  
Relationship Building  
Empathy  
Time Management  
Accountability  
Flexibility  
Communication  
Public Speaking  
Critical Thinking  
Problem-Solving  
Intercultural Teams  
Listening

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## INTERESTS

Cooking  
Hospitality Experiences  
Yoga  
Learning

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## EDUCATION

UX Design Program  
CareerFoundry, 2022  
  
Bachelor of Arts,  
Kennesaw State  
University, 2011

## EXPERIENCE

### ONLINE ESL TEACHER (Independent Contractor)

VIPKID | 2017 – 2021

- Utilizing my empathy skills, I quickly built virtual rapport with students and found their individual strengths, resulting in 1,578 five-star reviews and a full schedule.

### SPANISH TEACHER

Notre Dame Academy | 2018 – 2020

- Needing materials, researched and selected a curriculum that matched the latest pedagogy research, resulting in a revival of excitement about foreign language classes amongst my students and their parents.
- With many learning differences in one class, I created scaffolded lessons, notes, and tests that were accessible to each learner level. This allowed for confidence and success in students who previously thought they would never be able to learn another language.

### K5 TEACHER/ HR LIAISON

Gangnam English Academy | 2014 – 2017

- Very young learners were not taught developmentally appropriate lessons, so researched, planned, and created an age appropriate curriculum that was then used school-wide, leading to increased student enrollment and satisfaction.
  - Recognized a very low sense of moral and high resentment amongst fellow employees, so with the directors, created a plan for employee engagement leading to 86% employee retention.
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## PROFESSIONAL DEVELOPMENT

### UX IMMERSION

CareerFoundry | July 2020 – September 2021

A 500+ hour UX/UI course focused on end-to-end design process.

### VOICE USER INTERFACE

CareerFoundry | September 2021 – November 2021

Intensive study of VUI with a focus on creating Alexa apps and the use of language in VUI.

### FRONTEND DEVELOPMENT FOR DESIGNERS

CareerFoundry | December 2021 – January 2022

Intensive study of HTML, CSS, and basic JavaScript. Resulted in portfolio website:  
[www.bkinux.com](http://www.bkinux.com)