

BRITTANY KEITH



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Bonn, Germany

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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

curaJOY

Volunteer UX Designer | Winter 2021/Spring 2022

A cross between an EdTech and Mental Health, I am the sole UX Designer to work on the native app and website.

- Conduct a Usability Audit on the existing website and propose changes.
- Apply usability heuristics to design wireframes for the gamified mental health app.
- Conduct user research to test prototypes.

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

INTERESTS

Cooking
Hospitality Experiences
Yoga
Learning

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