

# CHELSEA EVANS

UX designer

www.chelseaevans.me  
chelsea.marie.evans@gmail.com  
603-312-6827

## SUMMARY

I enjoy working with others to solve complex user problems via design, exploration, and iteration; the fun part is the time spent moving from problem recognition to problem resolution.

## CURRENTLY

### **User Experience Design Immersive**

**General Assembly** / Boston, MA / September 2014 - November 2014

10-week full-time immersive program engaging in all aspects of user experience design, including user interviews, user testing, research and analysis, persona building, interaction and interface design, and information architecture. Project end deliverables include sketches, concept mapping, user flows, site maps, wireframes, mockups, and presentations.

## SKILLS

**Software:** Adobe Creative Cloud (Photoshop, Illustrator, InDesign), Omnigraffle, Axure, Invision, Prototype on Paper, Microsoft Suite (Excel, Word, Powerpoint), HTML, CSS, basic Javascript.

**Design:** Web and mobile interface design, concept mapping, user flows, site maps, wireframes, mockups, prototypes, interaction design.

## EXPERIENCE

### **Business Systems Analyst**

**Liberty Mutual Insurance** / Dover, NH / November 2012 - July 2014

I was operating in an agile-like development process working with developers to ensure that all business and functional specifications were accurately met. My process included user research to identify improvement opportunities, development of test plans and testing of new system behaviors, requirements, user documents, and training materials. I also tested with outside vendors to assist in the development of new customer data feeds.

### **Environmental Claims Specialist**

**Liberty Mutual Insurance Company** / Dover, NH / May 2011 - November 2012

I managed a high volume of complex claims in multiple lines of business, including litigated claims. My process included user research and negotiation with claimants and attorneys to quickly bring projects to a resolution.

### **Marketing Department Assistant**

**Liberty Life Assurance Company of Boston** / Dover, NH / June 2006 - January 2009

## EDUCATION

### **User Experience Design Immersive**

**General Assembly** / Boston, MA / September 2014 - November 2014

### **MBA, focus in Entrepreneurship**

**University of New Hampshire** / Durham, NH / August 2012 - May 2014

### **BS, Business Finance and Management**

**University of New Hampshire** / Durham, NH / September 2006 - May 2010