

CHELSEA EVANS

UX Designer

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603-312-6827

SUMMARY

I enjoy working with others to solve complex user problems via design, exploration, and iteration; I'm looking to develop new relationships in the space between problem recognition to problem resolution.

EXPERIENCE

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. Completed four different projects, consisting of two mobile and two web.

Business Systems Analyst

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

I was operating in an agile-like design 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

SKILLS

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

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

Development: HTML, CSS, basic Javascript.

EDUCATION

User Experience Design Immersive

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

MBA, Entrepreneurial Studies

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