

# Tabitha Leonard

## UX/UI Designer

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Colorado, USA

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Portfolio Website

linkedin.com/in/tabitha-leonard

## UX/UI Skills

User Research

User Personas

User Interviews

User Flows

Wireframing

Usability Testing

Prototyping

UI Style Guides

## Soft Skills

Empathy

Flexibility

Communication

Problem Solving

Conflict Resolution

Customer Service

Team Work

Organization

## Tools

Figma

Sketch

Adobe XD

Miro

InVision

Baslamiq

HTML/CSS

UX/UI Designer with a background in customer service and case management. Experienced in quickly resolving customer/client issues and implementing communication strategies that ensure customer satisfaction. Skilled at creating solutions to customer/client problems.

## Projects

### Let's Expat! | Native iOS/Android App [See Case Study](#) 2022

- Adhered to Material Design and Human Interface Guidelines to design and test the final UI for a expatriation app.
- Designed high-fidelity screens, mockups, prototypes, and a comprehensive style guide based on stakeholder requests and end-user feedback.

### Money Buddy | Responsive App [See Case Study](#) 2022

- Applied a user-centered design process and mobile-first approach to design a responsive web app for a Fintech app
- Conducted competitive analyses, user interviews, user testing to gather invaluable research data and user flows, and sitemaps.

## Experience

### Intervention INC | Case Manager 2020

- While managing/meeting 20+ clients weekly; consistently assessed and directed clients according to their personalized case plans, providing the best possible care.
- Multiple clients tested positive for drugs; conducted interventions to determine the cause of relapse; assigned corrective action plans.

### State of Colorado | Deputy Probation Officer 2019-2020

- Clients needed to be monitored for compliance with their court-ordered terms; maintained a case file of each client to include home visits, workplaces and treatment referrals; recommend further conditions, initiated affidavits to revoke or petitions for termination of probation.

### Medical Alternatives Clinics | Master Scheduler 2018-2019

- Scheduled appointments and used tech-savviness to assist customers with their medical registry experience.
- Consulted on the design of the medical services app; provided feedback based on customer testimonies; enhanced app functionality and utility.

## Education

### UI Design Certification + Front End Design 2022

CareerFoundry

Intensive project-based training program with a focus on UI and front end development fundamentals and methodologies.

### B.A. in Criminal Justice 2019

Eastern New Mexico University