

Tabitha Leonard

UX/UI Designer

+1 (575) 825-5399

Colorado, USA

tabitha.l.leonard14@gmail.com

tabithadesign.com

[linkedin.com/in/tabitha-leonard](https://www.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