Tabitha Leonard

UX/UI Desinger

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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
- InVison
- 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 Certifcation + 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