

CARL “TOMMY” ZUMSTEIN

He/Him | Seattle, WA | (301) 852-3234 | tommyzums@gmail.com | [LinkedIn](#) | [Portfolio](#)

SUMMARY

Zealous designer with a strong background in configuring applications for diverse user bases. Four years of experience designing interfaces, developing code, and administering applications.

SKILLS

- Figma
- Photoshop
- HTML/CSS
- JavaScript
- Node.js
- Git
- Jira
- SQL
- Agile development
- Domain/competitive research
- Heuristic evaluation
- Interaction design
- Interactive prototypes
- Leadership/communication skills
- Project management
- Style-Guide creation

EXPERIENCE

Application Engineer

Seattle University – Information Technology Services

2019–
Current

- Designed and implemented a suite of online forms, collaborating with over 20 stakeholders that reduced time spent manually processing forms by 66%
- Improved custom ERP processes and UI screens that saved users over 400 person-hours
- Produced 3 video trainings for the adoption of a new registration and course planning system serving a population of over 7,500 users
- Established more efficient service desk procedures that reduced ticket resolution time by 50%
- Supervised a student employee, providing training in administering an enterprise content management suite and maintaining standards documentation, resulting in faster ticket resolution and enhanced application support efficiency.

User Interface Designer (Volunteer)

Wah Dudem

2022–2023

- Led a team of designers to create an interactive prototype containing over 20 components for Wah Dudem World, an online safe space for suicide prevention and mental health resources
- Collaborated with 3 stakeholders to understand user needs and define project scope, created wireframes and user flows, and oversaw visual design and front-end development
- Aligned the foundation's online and print publications with organizational values and messaging by creating comprehensive style and branding guidelines, resulting in a 25% increase in engagement from target audiences
- Established interview scripts, recruited seven participants, and synthesized findings to inform product development decisions, resulting in a 15% reduction in research time and increased efficiency in the research process
- Conducted 5 in-depth user interviews with target demographic to gather feedback on product features and improve user experience

EDUCATION

BS in Computer Science

Seattle University

2019

ACCOMPLISHMENTS

- Eagle Scout
- Personal Project - Archidekt Wrapped
 - Currently developing a tool that aggregates data from Archidekt, the premier deck-building website for Magic: The Gathering, to provide comprehensive insights into a user's Magic: The Gathering decks