CARL "TOMMY" ZUMSTEIN

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SUMMARY

Zealous developer with a strong background in configuring widely available applications for a diverse userbase of over 7,500 active users. Four years of experience designing interfaces, developing code, and administrating applications.

SKILLS

- Figma
- Git
- HTML/CSS
- JavaScript
- Jira
- Node.js
- Photoshop
- SQL

- Agile development
- Domain/competitive research
- Heuristic evaluation
- Interaction design
- Interactive prototypes
- Leadership/communication skills
- Project management
- Style-Guide creation

EXPERIENCE

Lead Interface Designer (Remote)
Wah Dudem Foundation
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

Application Engineer (Hybrid)
Seattle University – Information Technology Services
2019–Current

- Designed and implemented a suite of online forms, collaborating with over 20 stakeholders that reduced time spent 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%
- Consistently receive 5-star ratings on Jira tickets

EDUCATION

BS in Computer Science
Seattle University
2019

ACCOMPLISHMENTS

- Eagle Scout
- Personal Project - Archidekt Wrapped
  - Designed and developed a web app that aggregates data from Archidekt, a premier deck-building website, to provide comprehensive insights into a user's Magic: The Gathering decks
  - Leveraged APIs and web scraping techniques to collect and analyze data on card usage, deck archetypes, and other metrics, and created a user-friendly interface to display this information to users