

AMBERLY LERNER

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EDUCATION

University of Massachusetts Amherst, Amherst, MA

May 2020

Bachelor of Arts in English and Communication

Commonwealth Honors College, GPA 3.95

Trinity College, Dublin, Ireland

Fall 2019

Studied Film and History

UMass Oxford Summer Seminar, Oxford, UK

Summer 2018

Studied Creative Writing and Communication

SKILLS

HTML5, CSS3, Figma, UserZoom, Adobe CS (Photoshop, InDesign, XD, Premiere Pro, Illustrator), Microsoft Office (Word, PowerPoint, Excel, Outlook), Google Suites, Social Media (Facebook, Twitter, Instagram, Snapchat)

RELEVANT PROJECTS

Banana App Creation

Summer 2019

- Researched technology trends for grocery shoppers and evaluated competitor apps
- Crafted user stories and flows to define detailed interaction between the app and users
- Executed ethnographic and usability studies to evaluate end user behavior

WiseMouth Tea Website Proposal

Spring 2019

- Evaluated WiseMouth's present website and identified gaps and usability issues
- Developed customer journey maps, personas, user flows, and wireframes
- Created full website high fidelity prototype using Adobe XD

Break a Leg!: Microsoft 2018 for The Performance Project

Fall 2018

- Authored a 25-page manual on Microsoft Word for small non-profit workers
- Conducted usability studies with the target audience to test manual effectiveness
- Edited manual based on usability test findings to meet end user needs

WORK EXPERIENCE

Envestnet, Inc., Berwyn, PA

June 2019 – Aug 2019

User Experience Research Intern

- Designed two usability studies, including wireframes and prototypes using Figma
- Facilitated a moderated usability study with six participants using UserZoom
- Synthesized three usability finding datasets into qualitative feedback
- Worked in Agile formation with the UX team on four projects
- Collaborated with 5 interns and presented to the Envestnet C-Suite and other leadership on possible financial wellness improvements

UMass Amherst Commonwealth Honors College, Amherst, MA

Nov 2016 – Present

Communications Assistant

- Oversee a team of four photographers and three communications assistants
- Organize coverage of twelve major events a year taking place at the college