

# Brenna Clark

## User Experience Designer

Versatile UX Designer adept at blending a unique mix of technical proficiency and design expertise. Skilled in software development methodologies, technical writing, and product quality assurance, I am committed to delivering exceptional user experiences through intuitive design, empathy, and user-centered practices.

### Work Experience

#### IBM Inventory Service / Software Quality

MAY 2022 - MAY 2023, LOWELL, MA

Orchestrated user-centered design strategies by leading usability studies for an omni-channel cloud service inventory solution, aligning with best practices and quality standards.

Excelled in identifying and resolving customer usability and accessibility issues, with timely closure of assigned stories and rigorous validation efforts ensuring an optimized and seamless user experience.

Demonstrated meticulous attention to detail in RESTful API testing and documentation.

#### IBM Order Management / Software Developer

JUNE 2015 - MAY 2022, LITTLETON, MA

Spearheaded user-centered design principles to optimize multi-stream merge test plans for quality releases at IBM, earning the 2021 Outstanding Technical Achievement Award.

Significantly enhanced database efficiency through product modernization by adding support for PostgreSQL.

Devised and implemented a strategy to centralize knowledge assets in a GitHub wiki repository, streamlining onboarding and improving internal document usability.

Specialized in high-level test planning for both UI and backend, ensuring seamless user experiences across OMS add-ons through the utilization of modern UX methodologies and collaboration with cross-functional teams.

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### Education

#### B.S. - Computer Science

SEP 2011 - MAY 2015, BEVERLY, MA

Endicott College

- Concentration: Interactive Technology
- Minor: Communications
- Peer Tutor

#### Google UX Design

AUG 2023 - OCT 2023, Coursera

Leveraged user-centered design to empathize with users, conduct UX research, and iteratively create accessible, equity-focused solutions.

### Skills

**Design:** Expertise in crafting user flows and concept sketches; developing wireframes and mockups using Figma, Sketch, and Illustrator; ensuring production readiness; and delivering strategy and vision presentations.

**Prototyping:** Skilled in rapid prototyping with Figma, Adobe Illustrator, and Adobe XD; creating interactive flows using React, HTML, CSS, and JavaScript; and integrating RESTful APIs.

**Research:** Proficient in data analysis using Google Analytics; conducting task analysis and formulating hypotheses; implementing A/B tests and usability studies; and executing cognitive walkthroughs for intuitive design.

### Interests

Community events, DIY, local music, indie video-games, renaissance fairs, hanging with my cat, Pretzel.