

# Bridget Fagan

UX Designer and Researcher

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## Experience

### **UX Design Consultant**, remote -- *Walama Restoration Project*

Nov 2018 – Present

- Interviewed users to discover pain points, challenges, and motivations with navigating Walama's website.
- Executed research activities using a variety research methods and tools to understand client and user needs.
- Created and designed a new information architecture structure for the site in collaboration with representatives from the Walama Restoration Project.
- Assisted with Wordpress troubleshooting and questions.

### **Educator and Curriculum Designer**, remote -- *Break Into English*

May 2017 – Present

- Identified students' language difficulties and goals in order to design and deliver tailored sessions to meet their needs.
- Monitored and assessed the impact of the sessions.
- Created and designed personalized skills practice activities that allowed students to improve their language acquisition.
- Re-evaluated curriculum design solutions for strengths, weaknesses, effectiveness, and student satisfaction.

### **Admin Support and Customer Service**, Chicago, IL -- *Keynote Sales*

January 2011 - May 2018

- Led training of new team members through the office administrative and customer service procedures.
- Collaborated with the business owner and salesforce to prioritize daily and long-term projects, send out mailings, brainstorm presentation layout.
- Organized office updated filing system and procedures using Google Drive.
- Listened to customer concerns to problem solve and improve business practices.

## Skills

UX Strategy  
User research + Data synthesis  
Wireframing + Prototyping  
Usability testing  
HTML, CSS, JavaScript

## Tools

Sketch  
Adobe Photoshop  
InVision, Marvel App  
Zeplin  
Google Analytics

## References

Maya Goklany  
Outreach Coordinator  
maya@walamarestoration.org

Alan Hurt Jr.  
Designlab Mentor  
alan@innospce.com

## Education

Northern Illinois University  
*Bachelors of Arts* | 2010

Designlab  
*UX Design Academy*

Udacity  
*Front-End Dev Nanodegree*