

# 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  
Figma  
Zeplin  
Google Analytics

## Education

Northern Illinois University  
*Bachelors of Arts* | 2010

Designlab  
*UX Design Academy*

Udacity  
*Front-End Dev Nanodegree*

## References

Maya Goklany  
Outreach Coordinator  
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Alan Hurt Jr.  
Designlab Mentor  
alan@innospce.com