

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.

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.

Reevaluated 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