

Margaret Campbell

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Personal Statement: I design experiences and interactions with web and mobile applications, websites and tech products. I crave app interactions that are simple, beautiful, and most importantly useful.

August 2018 to present | ChickTech Orange County | Anaheim, CA

User Experience Design Workshop Instructor

- Created [two-day curriculum](#) based on the double diamond design theory
- Led workshop for 20 high-school students from underrepresented communities

May 2018 to Nov 2018 | Trilogy Education Services | Virtual/United States

UX/UI Bootcamp Tutor

- Hourly tutoring for students continuing their education in UX/UI
- HTML, CSS, JavaScript basics
- Design thinking and human-centered design fundamentals [e.g. Identify problems, build user personas, interview, exercise user empathy (so many post-its), iterate potential solutions, storyboards, wireframes, sketch prototypes before jumping to code]

July 2013 to Present | Project Insight by Metafuse | Irvine, CA

Product champion promoted from Customer Success Manager from Business Development

- Determine product roadmap, product interface, & interaction designs based on user interviews
- Design, sketch, test, and socialize all product ideas before leading Sprint meetings
- Usability writer for product support content on our public website, blogs, social media, and email
- Content and collateral creator to further promote PI products, services, and brand
- Research, test, and advise on industry software trends, behaviors, and practices
- Recommend and set client expectations on best practices for successful use of Project Insight
- Evangelize PI products and brand in outward facing events (public speaking, trade shows, etc.)
- Build scope documents for integrations, custom reporting, and new features
- Responsible for coaching and the retention performance of staff of four employees

November 2017 to May 2018 | University CA, Irvine | Irvine, CA

User Experience/User Interface Bootcamp

- See portfolio <https://babypixelpusher.com>

January 2008 to July 2013 | JPMorgan Chase Bank, N.A. | Spokane, WA; Laguna Niguel, CA

Assistant Branch Manager promoted from Sales & Service Associate, Senior Teller, Teller

- Managed 18 employees to meet expectations for accuracy, balancing, sales production, knowledge of federal regulations, knowledge of procedures
- Delivered corrective action regarding attendance, accuracy and performance issues
- Wrote and delivered performance reviews for the mid-year and year-end periods
- Encouraged career development through promotion and skill building, created and implemented action plans for employees looking to grow within Chase

August 2007 to January 2008 | American Red Cross | Kennewick, WA

Health and Safety Services Director

September 2005 to January 2008 | American Red Cross | Spokane, WA

Health and Safety Services Support Specialist/Business Instructor

August 2003 to May 2007 | Gonzaga University | Spokane, WA

Bachelor of Arts

- Graduated Magna Cum Laude (GPA 3.71)