**Margaret Campbell**

49 Garrison Loop | Ladera Ranch, CA 92694 | 949.981.4004 | campbellmc22@gmail.com

**Personal Statement:** Through iterating, breaking things, and rebuilding my mistakes, I discovered my passion for human-centered design. Never miss the opportunity to ask the dumb questions.

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

**User Experience Design Workshop Instructor**

* Created [two-day curriculum](https://docs.google.com/presentation/d/1hhl3tjCL9ozbTgGnArrfBghj00BGNF6jNYRFzsCh0jg/edit?usp=sharing) based on the double diamond design theory
* Lead workshop for 20 high-school students from underrepresented communities

May 2018 to present | 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

**PI#champion promoted from Customer Success Manager from Business Development**

* Determine future product direction, UI/UX, & human centered design based on user interviews
* Usability writer for product support content on our public website, blogs, social media, and email
* Craft content 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.)
* Builds 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 midyear and year-end periods
* Encouraged career development through promotion and skill building, created and implemented action plans for employees looking to grow within Chase
* Built branch schedule for all staff members monthly

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)