Cody Dennis
Product Designer

codydennis.design
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SUMMARY

A Bay Area-based product designer that loves refining complex problems into simple and effective design solutions. Supported by thorough user research, testing, and iteration.

EDUCATION

California College of the Arts
2015
BFA, Illustration

Bloc
2017 - 2018
User Experience Design

SKILLS

Methods
Contextual inquiry
Usability testing
User research
Competitive analysis
Stakeholder interviews
Journey mapping
Wireframing
Prototyping
Information Architecture

Technical
Sketch
Figma
Adobe XD
InVision
Framer
Principle
Validately
Git / Github
HTML5 / CSS3
Javascript / jQuery

EXPERIENCE

Product Designer
COLLECTIVE HEALTH • NOV 2018 - PRESENT

Designing internal tools that help our operations teams assist members with understanding, navigating, paying for care.

Quality Lead and Trainer
COGNIZANT • JUN 2017 - JUL 2018

• Lead 10 agents in the Philippines to 97% agreement ratings
• Increased agent productivity by 25% during international project expansion
• Improved training material amid policy changes boosting ratings by 2%
• Remained a top agent completing 250+ daily tasks at 98% accuracy

Queue Lead
COGNIZANT • JAN 2017 - MAY 2017

• Managed 20 agents to 95% agreement and accuracy levels
• Raised team ratings and productivity by 5% in 3 months
• Increased product experience through contributions on special projects
• Resolved project concerns and enhanced communication with stakeholders

Senior Agent
COGNIZANT • AUG 2016 - DEC 2016

• Completed 300+ daily tasks with an agreement rate of 95%
• Navigated three project pillars and remained a top performer
• Assumed Queue Lead duties by answering questions and leading meetings
• Accelerated success of the team by mentoring and encouraging communication

RECENT PROJECTS

Fruition Student Loans
Read Case Study

Guides borrowers through student loans with 1-on-1 counseling, personalized plans, and a loan dashboard. Designed with Figma and developed full mobile and desktop prototypes.

Sphere Pharmacy
Read Case Study

Improves patient non-adherence through an easy refill process and pill reminders. Conducted in person usability testing to validate solutions and built several prototypes.