Cody Dennis
Product Designer

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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

2015
California College of the Arts
BFA, Illustration

2017 - 2018
Bloc
User Experience Design

SKILLSET

UX/UI Design
Visual Design
User Research & Testing
Competitive Analysis
Information Architecture
User Personas
User Stories & User Flows
Wireframing & Prototyping
Illustration

TECHNICAL

Adobe Creative Suite
Sketch
Figma
Framer
InVision
UsabilityHub
Git & Github
HTML5 & CSS3
Javascript & jQuery

RECENT PROJECTS

Responsive Web App | Read Case Study

Fruition Student Loans

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

iOS App | Read Case Study

Sphere Pharmacy

Improves patient non-adherence through an easy refill process and pill reminders. Conducted **in-person usability testing** to validate solutions and built prototypes using **Sketch**, **Marvel**, and **InVision**.

EXPERIENCE

Cognizant | June 2017 - July 2018

Quality Lead and Trainer

• 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
• Collaborated with senior project managers and developers on workflows for new platform features

Cognizant | January 2017 - May 2017

Queue Lead

• 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

Cognizant | August 2016 - December 2016

Senior Agent

• 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