CRYSTAL CROSS

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WORK EXPERIENCE

Project Consultant | Freelance | crystal2cross.github.io   Aug 2024 - Current

- Delivering customer success, design, and/or project management services as needed per contract assignment.

UX/UI Designer | Novo Nordisk | novonordisk.com   Feb 2024 - Jul 2024

- Formulated and project managed new feature specifications for an internal scientific discovery tool.
- Facilitated meetings with scientists and business to uncover user needs, pain points, and product opportunities.
- Planned, executed, analyzed, and delivered insights from remote usability testing to internal stakeholders.

UX/UI Designer | Nordea | nordea.com   Apr 2022 - Jan 2024

- Formulated and project managed new feature specifications for the mortgage area of the bank.
- Facilitated workshops involving stakeholders across business development, product development, and IT.
- Planned, executed, analyzed, and delivered insights from remote usability testing to internal stakeholders.

Product Designer | tamigo | tamigo.com   Sep 2020 - Mar 2022

- Facilitated workshops involving stakeholders across product development, customer experience, sales, and IT.
- Efficiently assisted in the formulation of new feature specifications accompanying new sale contracts.
- Planned and executed client onboarding and usability testing of new feature releases.
- Formulated and managed specification revisions involving the client to internal IT development.

User Experience Solution Testing in R&D | BLUETOWN | bluetown.com   Jan 2019 - Aug 2020

- Outlined requirements & acceptance criteria for content, billing, and payment solutions.
- Formulated and project managed feature specifications involving multiple departments to third-party contractors.
- Supervised and managed continuous IT development by third-party contractors in India and South Africa.

Product Designer | Hypefactors | hype.news | hypefactors.com   Aug 2018 - Dec 2018

Product Designer | Retalent | retalent.io   Dec 2017 - Jul 2018

Product Designer | Trusted Health | trustedhealth.com   Sep 2017 - Dec 2017

Project Consultant | Freelance | crystal2cross.github.io   May 2016 - Sep 2017

Web Developer | AppDirect | appdirect.com   Apr 2015 - Feb 2016

Web Developer | Sungevity | sungevity.com   Jun 2014 - Apr 2015

Web Developer Internship | Moovweb | moovweb.com   Mar 2014 - Jun 2014

SKILLS

Tools: Word, PowerPoint, Excel, Ticketing systems (e.g. Jira, Zendesk), Figma, Maze, Lyssna

Technical: HTML, CSS, JavaScript, Git

Design: Information Architecture, User Research, Personas, Prototyping, Wireframes, Usability Testing

PROFESSIONAL TRAINING

General Assembly, User Experience Design Immersive   May 2016 Cohort

EDUCATION

Bachelor's Degree in Computer Science at University of California, San Diego (UCSD)   Class of 2013