# C. Tavis Post

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[ctavispost.com](https://ctavispost.com/)

Profile

From my lifelong passion for illustration, to customer service, to my work writing for child advocacy, I have seen that the right synthesis of form and function helps us solve problems, help people, and make the world a more interesting place. To that end, I am in the midst of a career shift from grocery management to UX. I blend my unique background with technical skills to make things that help people. I want to work with you to improve our lives through purposeful, ethical, and inclusive design.

Experience

**Sabbatical**

April 2018 - present

* Design UX, UI, and frontend development projects with Bloc.io, in meetups, and self-study.
* Make sites, mockups, and prototypes of progressive web apps and mobile apps using design thinking.
* Create content for sites based on qualitative research, personas, and user stories.

**Fourth Manager, QFC**

October 2008 - March 2018

* Grew and mentored diverse staff of 64 people.
* Consulted customers and employees directly, supplementing surveys and data to form strategies to increase profit, productivity, and customer satisfaction.
* Facilitated cross-functional communication between departments and shifts, and the public, associates, and management.
* Drove store planning using key metrics, increasing high satisfaction by 20%.
* Ensured smooth experience for all, accounting for customer experience and employee needs.

**Writing Consultant, ELP Social Work**

2012 - June 2018

* Crafted narratives, plans for treatment and family reunification in complex cases with tight deadlines.

**Volunteer, King County Superior Court CASA Office**

March 1995 - August 2010

* Wrote and edited abstracts, reports, and letters adjusting style to suit audience and purpose.
* Developed and maintained tailored case database and trained social workers in its use.

Education

**Bloc.io Design Program**

2018–2019

UX, UI, and frontend design.

**University of Washington**

1999–2006

Philosophy, Japanese.

Skills

prototyping, wireframes, flows, user tests, surveys, interviews, personas, user stories, mockups, storyboards, research, branding, competitive analysis, sketching, illustration, storytelling, accessible design, user centered design, writing, UI

Tools

Sketch, Figma, XD, Illustrator, HTML5, CSS, Javascript, Git, Jekyll, pencil & paper, Trello, Atom, jQuery, Ruby, Ruby on Rails

Projects

[**jot &**](https://ctavispost.com/project01.html)

storage, notebook, PWA prototype

[**bus hop**](https://docs.google.com/presentation/d/1k-YYYjvpRXqHV7TVsjBOHiaG0Ug9v9CoFzt_kIuZ8Vg/edit?usp=sharing)

mass transit mobile app concept

Interests

hiking, drawing, graphic novels