# C. Tavis Post

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

Profile

From my lifelong passion for illustration, to customer service, to 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 us to work together to improve our lives through purposeful, ethical, and inclusive design.

Experience

**UX Designer, 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, interviews, 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, shifts, and the public.
* Drove store planning using key metrics, increasing high satisfaction by 20%.
* Ensured smooth and engaging customer experience.

**Writing Consultant, ELP Social Work**

January 2012 - May 2018

* Crafted narratives from interviews, case histories, and primary documents.
* Presented written plans of treatment and family reunification in complex cases with tight deadlines.

**Volunteer Writer, 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, WordPress, Heroku

Projects

[**dauntlez.org**](https://www.dauntlez.org/)

live site for a non-profit organization built in one hackathon

[**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