

Erin Fuller

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I am a human-centered designer and product strategist. Able to balance macro and micro level investigations and considerations, I am passionate about bringing transformative creative solutions to problems and an entrepreneurial spirit to everything I do.

EXPERIENCE

Product Designer, The Commons Project Foundation

New York City | December 2020 - Present

- Drove the experience and visual design of an ecosystem of health data products, up to five service lines at a time - including SMART Health Cards, an open source standard for vaccination credentials accessible to all Americans and international reach.
- Collaborates with cross-disciplinary functions including - product design and testing, product marketing, and product management.
- Designed, led and executed a customer research stint that was presented to executives to inform the product roadmap.
- Balanced expectations and relationships of multiple stakeholders - internal, CxO level, clients, and larger ecosystem partners.

Project Manager, Greater Pittsburgh Community Food Bank

HCI Capstone Project | January - May 2020

- Coordinated and executed research, design and user testing efforts with our client, customers, and external partner networks over four months.
- Delivered a, now implemented, digital solution prototype to help over 111,000 food insecure people access critical resources.

Creative Technologist Intern, WeWork

San Francisco, California | June - August 2019

- Optimized an internal digital process crucial to the smarter delivery of the project life cycle by interviewing a dozen users, shadowing the process of 4 parties, and personally operating the process to determine pain points and positive interactions.
- Published and presented an internal documentation of a detailed method to add consistency to the employees' workflow and reduce the process timeline by one third.

EDUCATION

Carnegie Mellon University

Pittsburgh, Pennsylvania | 2016 - 2020

- Human Computer Interaction and Architecture - Bachelor of Arts with Honors - Dean's List (2018 - 2020)
- Intelligent Environments - Minor
- Innovation Scholar - Swartz Center for Entrepreneurship
- Alpha Phi International - Emerging Leaders Institute

SKILLS

HARD | Service blueprinting | Ecosystem mapping | Sense-making | User research | Secondary research | Data Analysis | UI & UX Design | Prototyping | Product Strategy | Workshops | Visual Design | Usability Testing

SOFT | Collaboration | Strategic thinking | Communication | Empathy | Storytelling | Leadership | Persuasion

TOOLS | Figma | Webflow | InVision | Adobe CC - Illustrator, Photoshop, InDesign | HTML. CSS. JavaScript