GIZEM GAUDET

Experience Designer

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📍 NEW YORK, NY

SUMMARY

An Experience Designer combining over 10 years of business analysis and project management background in techonolgy with inventive design skills to create intuitive experiences.

EDUCATION

UX/UI Design Apprenticeship
Bloc.io, 2017 - 2018

MS in Information Technology
SNHU, Manchester, NH, 2000 - 2002

BS in Civil Engineering
YTU, Istanbul, Turkey, 1995 - 1999

CERTIFICATION

Graphic Design Courses
RISD, 2014

Business Analysis
Boston University, 2012

Scrum Master
Agile Scrum Alliance, 2010

SKILLS

VISUAL DESIGN, UX DESIGN
USER RESEARCH, USER STORIES,
USER FLOWS, PERSONAS,
BRAND IDENTITY, WIREFRAMING
PROTOTYPING, USABILITY TESTING,
ANALYSIS, PROJECT MANAGEMENT

TOOLS

ADOBE CREATIVE SUITE, SKETCH,
FIGMA, ADOBE XD, INVISION,
BALSAMIQ, VISIO, USABILITY HUB,
GIT/GITHUB, HTML, CSS

RECENT PROJECTS

UX Designer, SK2 Architects, View Website   03/18 - 05/18
Designed and developed a responsive site to showcase a portfolio of projects for an architecture firm to help grow their client-base.

UX Designer, Event Bites, View Prototype   01/18 - 03/18
Designed an iOS mobile app solution for users who face with the challange of locating nearby caterers and placing food delivery orders for corporate meetings and office holiday parties.

UX Researcher/Analyst, Adobe Experience Manager Assets (AEM)   03/17 - 03/18
Contributed to designing, testing and launching AEM Assets Author UI enhancements implemented to asset workflows, search filters, metadata properties and source file linking, which improved users' experience.

EXPERIENCE

Business Analyst, MathWorks   05/16 - 05/18
- Conducted user interviews, documented user stories and business requirements to migrate marketing digital assets from TagTeam to AEM Assets.
- Created training resources about AEM Assets Author Enhancements and trained users.
- Executed user research, analyzed Web Marketing projects, identified the criteria and the site sections to leverage AEM Content Management System for Self-Serve Authoring, which led to increased efficiency in web project requests.

Director of Operations, TeachPoint, CIC   12/13 - 05/16
- Structured support, training and operations by defining internal and customer facing processes and resources including the revamp of customer onboarding.
- Led, coached and trained Support Specialists while maintaining 98% Client Satisfaction rate.
- Managed feature implementation projects for large-size K12 Schools while building strong relationships with school directors.
- Performed requirements gathering sessions, QA testing and coordinated feature release dates, roll out plans and customer communications successfully.

Business Analyst, LogMeIn, Grasshopper   04/10 - 03/13
- Reduced customer complaints due to lack of communication during outages by streamlining the outage communication process, which allowed impacted users and support staff to be notified proactively.
- Substantially increased the collaboration among product, QA and design teams by creating UI wire-frames, by defining and communicating functional specifications as a supporting document to design prototypes.
- Researched and identified new services and solutions for future development by maintaining competitor analysis, which increased customer retention and signups.
- As a Scrum Master, increased teams' productivity by removing potential obstacles and reinforcing findings from retrospectives.