

# GIZEM GAUDET

## Experience Designer

■ [WWW.GIZEMGAUDET.COM](http://WWW.GIZEMGAUDET.COM)

■ [MYGGAUDET@GMAIL.COM](mailto:MYGGAUDET@GMAIL.COM)

■ NEW YORK, NY

### SUMMARY

An Experience Designer combining over 10 years of business analysis and project management background in technology with inventive design skills to create effective and beautiful user 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  
Rhode Island School of Design, 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, INVSION,  
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 challenge 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, QA testing and launching AEM Assets Author UI enhancements that were made to asset workflows, search filters, metadata properties and access to source files, 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 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% Customer 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](#)** 07/11 - 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..

**Project Manager, [LogMeIn, Grasshopper](#)** 04/10 - 03/12

Ensured continuous alignment of project scope with quarterly goals, and made suggestions to modify the milestones to enhance effectiveness towards the quarterly business objectives. Improved weekly project status reports and quarterly assessments by developing a system to manage resource allocation and to track milestones. As a Scrum Master, increased teams' productivity by removing potential obstacles and reinforcing findings from retrospectives.