

HOLLY LIPPER

Product Designer



EXPERIENCE

Junior UI/UX Product Owner

Prevail Health

Mar 2020 - Present - 4 Months, Chicago

Directly collaborated with CEO and VP of Operations during a research study for a new product. Tracked engagement, collaborated on marketing content writing, discovered bugs and user drop-off points, and made recommendations on improving user experience.

Customer Service Representative

The Larko Group

Oct 2019 - Jan 2020 - 3 Months, Chicago

Fielded help desk tickets during the holiday season at a classic toy company. Guided consumers through assembly and repair, ordered and shipped replacement parts, and processed refunds or exchanges.

Publications Coordinator

FMA Communications

Apr 2017 - Mar 2019 - 2 years, Elgin

Owner of all advertising insertions for six print magazines, six e-newsletters and web placements. Collaborated with sales, design, and leadership on the creation and implementation of new product lines. Managed internal, vendor and client relationships to ensure satisfaction and timely delivery of products.

Contracts Representative

Canon Solutions America

Sept 2013 - Apr 2017 - 3.5 years, Schaumburg

Administered service contracts and monthly billing for a west coast territory comprised of 40,000 machines. Directly interfaced with clients to resolve billing issues. Helped build and manage the document review process for clients in need of custom contracts.

EDUCATION

Design Track Certificate

Bloc

2018 - 2019, San Francisco

Bachelor of Arts in Music

University of Illinois at Chicago

1994 - 1998, Chicago

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Chicago

Industry Knowledge

Product Design

User Interface

User Experience

Interaction Design

Wireframing

Prototyping

Design Research

Product Management

Tools & Technologies

Figma, Sketch, Invision,

Azure DevOps, Office 365

Other Skills

HTML, CSS, JavaScript,

Music, Writing

Social

<https://hollylipper.design/>

linkedin.com/in/hollylipper

<https://github.com/hlipper>