

# HOLLY ANNE LIPPER

PORTFOLIO

EMAIL

GITHUB

LINKEDIN

630-401-2446

## SUMMARY

I am a UX/UI Designer proficient in user research, visual design and front end development. I have experience in administrative support and customer service, which has allowed me to develop my detail orientation, empathy, and communication skills. I also have a strong interest in music, writing and art.

## SKILLS

UX DESIGN  
USER STORIES  
LOGOS  
HTML5  
FIGMA  
TEAMWORK

USER RESEARCH  
USER FLOWS  
STYLE GUIDES  
CSS3  
SKETCH  
COMMUNICATION

UX WRITING  
SKETCHES  
MOCKUPS  
JAVASCRIPT  
INVISION  
COLLABORATION

USABILITY TESTING  
WIREFRAMES  
PROTOTYPES  
GITHUB  
PRODUCT DESIGN  
PRESENTATIONS

## PROJECTS

### LOCKET

Created a mobile concept, start to finish, for an understated, personal, and effective productivity tool for women. I conducted user research and testing, designed visuals, created a style guide and built a prototype using Sketch and InVision.

### BUSY BUS

Built a simple bus tracker for iPhone with surveys, competitive analysis, user research, user stories, user flows, site architecture, and a minimal visual design based on the Human Interface Guidelines.

### WINDER

Designed an audio cloud storage platform for the sharing and collaboration of creative sound Recordings. After completing user research, competitive analysis, user flows and sketches I created visual styles and a prototype using Figma.

### BLOC JAMS

Used jQuery to edit an existing codebase for an mp3 player UI. Components include a song list, functional playback controls and an attractive time display. This project will undergo a complete redesign.

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## EXPERIENCE

### Customer Service Representative

The Larko Group

Chicago, IL

10/2019 - 1/2020

Resolved customer issues by troubleshooting product assembly, placing warranty orders, and tracking shipments using Zendesk and Magento.

### Publications Coordinator

FMA Communications

Elgin, IL

4/2017 - 3/2019

Acted as project manager for advertising placements in six print magazines, six e-newsletters, and online while writing SOPs, creating copy for e-blasts, and proofreading. I participated in the development of new products. I kept a routine of reporting and database administration. I also developed my collaboration and mediation skills in a fast-paced, high-pressure environment.

### Contracts Administrator

Canon Solutions America

Schaumburg, IL

9/2013 - 4/2017

Collaborated with a bicoastal team to administer service contracts for photocopiers, solve problems for clients, and complete document reviews.

### Coordinator, Clinical Program Review

Aerotek

Deerfield, IL

6/2012 - 9/2013

Transcribed annual clinical program review meetings for plan approved medications, tracked review status, and facilitated intern onboarding.

## EDUCATION

### Bloc – A Division of Thinkful

UX Design Certificate

2019

User Experience | Visual Design | Development

### University of Illinois, Chicago

BA Music

1998

Music Theory | Composition | Performance