



# Ian Adams

User Experience Designer

Chicago, Illinois

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## Projects

### Dragonwell Tea & Coffee

An online tea and coffee shop ecommerce design project

- Easy navigation and browsing
- Engaging visual design
- Effortless checkout process
- Ample product detail

Case Study and Prototype [www.ianadamsdesign.com/dragonwell.html](http://www.ianadamsdesign.com/dragonwell.html)

### ShowBuddy

Concert and live-performance finding mobile app design

- Fast and simple onboarding
- Intuitive, nonlinear browsing
- Features based on user research

Case Study and Prototype [www.ianadamsdesign.com/showbuddy.html](http://www.ianadamsdesign.com/showbuddy.html)

### Orion

Responsive content storage and organization system design

- Employed thorough wireframing process
- Thoughtful branding
- Coded up partial prototype in addition to InVision prototype

Case Study and Prototype [www.ianadamsdesign.com/orion.html](http://www.ianadamsdesign.com/orion.html)

## Skills

User Stories  
User Flows  
Prototyping  
LoFi/HiFi Wireframing  
User Interface Design  
Branding  
Visual Design  
Sketching  
User Research  
Design Thinking  
Competitive Analysis  
Personas  
A/B Testing  
User Testing  
Writing

## Tools

Sketch  
Adobe XD  
Zeplin  
Jira  
InVision  
Balsamiq  
UsabilityHub  
Optimal Workshop  
Figma  
Illustrator  
Photoshop  
Omnigraffle  
HTML/CSS  
JavaScript (basic)  
Git/Github

## Summary

Meticulous yet imaginative user-centered designer with experience in transportation and customer service. I'm especially drawn to the research and prototyping phases of the design process and interested in challenges within a range of products and industries.

## Work Experience

UX/UI Designer

**VeoRide** - Chicago, Illinois

August 2018 - July 2019

Revamped dockless micro-mobility share company's mobile app while applying the user-centered design process to continuously, incrementally improve the product experience for all involved

Full-Service Shopper and Delivery Driver

**Instacart** - Chicago, Illinois

February 2017- August 2018

Worked independently with sophisticated mobile technology to resolve problems swiftly and provide high levels of customer service

Regional Tanker Driver (CDL)

**Schneider Bulk Carriers** - Gary, Indiana

October 2015 - January 2017

Interacted safely and professionally with tractor-trailer and tanker equipment, delivering chemicals in industrial settings and using in-truck satellite technology to effectively communicate daily with dispatch

Customer Service Representative

**Trust Risk Management Services** - Chicago, Illinois

July 2013 - July 2015

Provided assuring experiences to insureds via daily workflow of phone calls and document processing using proprietary enterprise software

## Education

**Bloc Designer Track**

Immersive, mentor-led apprenticeship in UX/UI Design

[www.Bloc.io](http://www.Bloc.io), 2017-2018

**Bachelor of Arts in Music**

University of Minnesota, Minneapolis, 2012

**Undergraduate Study in Guitar Performance**

University of North Carolina School of the Arts

Winston-Salem, North Carolina, 2007 - 2009

## Other Interests

Backpacking   Hiking   Camping   Biking   Traveling   Geography  
Photography   Art   Classical Music   American Music   History  
Economics/Finance   Health/Nutrition   Philosophy   Religion  
German   Japanese Culture   Kendo   Meditation   Rinzai Zen  
Buddhism