

Jamie Finkelstein

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Work Experience

H&R Block

Remote

Associate Designer

October 2020 - Present

Working on H&R Block's tax pro tools, I:

- Transformed appointment setting tool that reaches over 10 million users annually by holding **several research sessions with 200 users** and producing several design iterations with updated brand guidelines, matching questions, and language
- Collaborated across multiple teams (product, design, research, and engineering) to prepare a tax management tool for a **more flexible and intuitive environment**
- Conducted multiple surveys across hundreds of users & the tools they use to learn about their pain points and specific needs
- Acted as the sole lead designer on H&R Block's tax pro tools on multiple projects over 8 months during changeover in leadership
- Prepared a presentation for senior leadership to express top recommendations the Aha! tool by working closely with two other lead designers during **20+ research and exploration sessions**
- Worked cross functionally in an Agile environment to deliver the enhancements to the end users

Ctrl M Health

Philadelphia, PA

UX Design Consultant

December 2019 - December 2020

- Directed the Content Management System with **500+ images, videos, and written content**
- Produced **5 digital mockups** of in-store displays for large retail company proposals
- Designed and published **12 educational activity sheets**
- Engineered **audio clips** to produce a high-quality listening experience for users

USLI

Wayne, PA

Junior Video Production Specialist

October 2017 - December 2018

- Produced over **20 motion graphic** educational videos for "USLI U", a training tool used by hundreds of associates annually
- Filmed and delivered **40+ underwriter trainee practice meetings**
- Developed **5 multimedia courses** for insurance trainees

Jamie Fink Photography

Remote

Freelance Photographer and Videographer

January 2012 - Present

- Directed photo, video, and audio experiences generating a **revenue of \$20k per year**
- Managed an average of **15 clients per year**, including several events with **150+ attendees**
- Partnered with top corporate companies to enhance their branding and experiences

Education

Thomas Jefferson University

Philadelphia, PA

Masters of Science, User Experience and Human Interaction Design

December 2020

GPA: 3.88

The George Washington University

Washington, DC

Bachelor of Arts, Journalism and Mass Communication

May 2013

GPA: 3.55

Skills

Design: Figma, Illustrator, Design Systems, Prototyping, Wireframing, Adobe XD, Sketch, UXPin

Software Development: Bootstrap, HTML/CSS, WordPress

Photography/Videography: Adobe Audition, Adobe Photoshop, Adobe Premiere, Adobe After Effects, DSLR Operation