

# Jolie Tingen

## Product Manager & UX Designer

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### Work Experience

#### Duke University / Product Manager (UX Designer)

JUNE 2019 - PRESENT | DURHAM, NC

Currently, I lead a software development team in building a middleware product that helps users easily set up and share applications with collaborators. I have been leading the team in a major redesign of the tool. My work involves user research, mockup and prototype development, user testing, and prioritizing the work of the team. My work ranges from facilitating strategy and vision discussions to user documentation.

Most recently, I have been working with the team to prepare the code to share as an open source project.

#### Duke University / Application Admin & Service Lead

AUGUST 2014 - MAY 2019 | DURHAM NC

In this role, I led the administration and service of the university's open-source Learning Management System. In addition to managing upgrades and other application maintenance, a big part of my role was representing Duke in the product's global open source community. I was a member of the User Experience (co-chair), Core Team, and Jira Triage working groups. I served as the Quality Assurance lead in 2017 -2019 for the product and worked closely with the release manager on both major and maintenance releases. **In 2019, I was awarded a fellowship by the Apereo Foundation for my contributions.**

#### UX Design Work

While completing coursework at UNC in human-computer interaction, I applied my newly-acquired user experience design skills to improve the LMS product by conducting usability tests, heuristic analyses, and design research to identify feature improvements. I worked closely with Duke's CrUX team to lead a project in the open source community to develop a UI inventory with the goal of remediating inconsistent designs, and establishing a style guide and pattern library for the product.

#### Wake Forest University / Learning Technology Analyst

MAY 1998 - JULY 2014 | WINSTON-SALEM, NC

I started my career as an instructional technologist and instructional designer supporting faculty in the arts. In this role, I built specialized design labs, used my web design and development skills to manage two custom WordPress sites, and led a campus-wide project to transition from a commercial Learning Management System to an open source one. **While at Wake I was nominated for Employee of the Year, a campus-wide award.**

### Education

#### University of North Carolina / MSIS, HCI, part-time graduate studies

JANUARY 2017 - PRESENT | CHAPEL HILL

#### Appalachian State University / MA, Ed Tech

AUGUST 2003 - MAY 2005 | BOONE

#### University of North Carolina School of the Arts / BM, Classical Guitar

AUGUST 1988 - MAY 1992 | WINSTON-SALEM

### Certification

#### Nielsen Norman Group / UX Certification, Interaction Design

APRIL 2020

### Skills

**Design:** User flows • Wireframes • Mockups with Figma and Sketch • Prototypes with InVision • Style guides & pattern libraries • UI graphics

**Research:** Usability testing • User interviews • Task analysis • Persona development • Heuristic analysis • Thematic analysis • Survey design • UX workshops • Design critique facilitation

**Product Management:** Roadmap development • Strategy & vision presentations • Competitive analysis • OKRs • Backlog grooming • Requirements definition • Stakeholder alignment • Agile software development