KRISTJEN KJEMS

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Self-motivated and inspired individual with a passion for experience and environmental design. 5+ years experience working collaboratively on successful design projects for web, product, and performance.

Areas of Expertise

User Experience Design	Information Architecture	Research	Copywriting
User Interface Design	Native Mobile Design	Theatre	Marketing
Design Theory + Practice	Wireframing + Prototyping	Product Design	Physical Computing

Education

GEORGIA INSTITUTE OF TECHNOLOGY
Master of Science in Digital Media

UNIVERSITY OF MARY WASHINGTON
Bachelor of Arts in English Literature

BROOKDALE COMMUNITY COLLEGE
Associate of Arts degrees in English and Theatre

Computer Knowledge

HTML, CSS, Javascript, jQuery	Balsamiq, Sketch	Arduino	Usertesting.com
C#, Java, Python	JustInMind, Axure RP	Raspberry Pi	User Zoom
Wordpress, Drupal	Illustrator, Photoshop	Electronics Hacking	Internet of Things

Professional Experience

Humana // Brooksource   Louisville, KY
User Experience Architect and Mobile Product Designer   2017 – Present

• Sole Product Designer, Information Architect and Interaction Designer for the MyHumana mobile app, a consumer-facing transactional, informational, and marketing native mobile (iOS and Android) application that has the potential to reach 20 million members, with over 100,000 unique visitors each month.

• Pushes best-in-class user experience, upfront problem definition, and discovery research before work begins.

• Delivers artifacts necessary to contribute to a robust Agile development cycle, including annotated sketches, low fidelity comps/wireframes, user and transaction flows, site maps, prototypes and navigation models and follows cycle through of concept to delivery.

• Collaborates with leading design agencies, user-research firms and teams across the organization to focus on integrating best practices in usability, analytics, accessibility, responsive design, social media marketing, cross-platform strategy and Agile development.

• Develops high-level and/or detailed user scenarios, wireframes and prototypes to effectively communicate design ideas and leads at least one immersive user research, concept test, and/or usability test per month to assist in iterative design process and continual improvements.

• Participates in development of user personas to focus design efforts on the needs of key users.

Professional Experience, cont.

Big Ass Solutions Lexington, KY
User Experience Designer 2015 – 2017
• Led and managed all UX research and design for Haiku Home mobile app and residential products
• Cited for innovative research methods in Amazon Developer blog directly related to my work designing Alexa utterances for fan control
• Conducted contextual interviews around the country as research for product and feature design; used knowledge gained about customers to create and distribute user personas.
• Researched competitors and created heuristic reviews of customer facing products for evaluation by colleagues and decision makers
• Underwent iterative experience design process for physical product, packaging, documentation, web, and mobile applications; including industrial design, interface design, interaction design, information architecture, and general customer experience
• Adhered to and applied both marketing and OS specific guidelines for mobile app design; including iOS Human Interface and Google Material Design guidelines
• Maintained high velocity in agile development process
• Led user testing and ran participatory design workshops with internal and external participants.
• Made recommendations based on tests/workshops which lead to a better overall product and more satisfied users.

Selected Projects

METTIS TRAINER ANDROID APPLICATION
Currently underway - working visual design for a proof of concept Android phone application specific to bettering running form by way of insole sensors. https://www.mettistrainer.com

HAVING A CATCH WITH DAD
Developed sound, story, and concept for interactive, improvisational object.
Assisted with coding and physical construction of ball and sensors: flex, accelerometer, and gyroscope
See the performance and learn more at https://dwig.lmc.gatech.edu/projects/catchdad/index.html

RE:ACTIVISM ATLANTA
A collaborative redesign, framework, and playtest of a competitive, urban, pervasive game as stand-alone, modular game for the Center for Civil and Human Rights in Atlanta. Designed experience, visuals, and backend prototyping/wireframing
See the game and learn more at https://www.kristjenkjems.com/6650reactivism.html

DESIGNING FOR PRACTICE: RUNNING
Took already existing technology, the Nike+ SportWatch, and through UX design, wireframed and concepted an inspirational tagging system for watch and mobile interfaces
See my UX walkthrough and concept at https://www.kristjenkjems.com/6399running.html

Affiliations + Associations

• IxDA: Interaction Design Association
• IGDA: International Game Developers Association
• Alpha Phi Sigma: National Honor Society
• Phi Theta Kappa: National Community College Honor Society
• Psi Beta: Psychology Honor Society

Community Outreach

• Different Games Conference: Web-developer, organizer, and panel moderator.