

LEAH RIKLIN

UX/UI DESIGNER



CONTACT

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LEAHRIKLIN.COM



SKILLS

Wireframing

User Research

Rapid Prototyping

Sketch & InVision

HTML & CSS3

Sublime & GitHub



EXPERIENCE

STARTUP INSTITUTE

UX DESIGN STUDENT | MAR 2016 - PRESENT

Selected from a highly-competitive applicant pool for an eight-week education program. Startup Institute gives people the skills, mindset, and network to be high-impact employees at innovative companies.

Coursework:

- HTML, CSS, CSS3, JavaScript, and jQuery
- Best practices and techniques for responsive design
- Conducting user research and testing
- Wireframing, low-fidelity mockups, and rapid prototyping

BEDROCK DATA

OPERATIONS MANAGER | AUG 2015 - MAR 2016

- Led the research, design, and implementation of our company-wide onboarding process with strong attention to overall user experience. Responsible for everything from process strategy, to content creation, to design of the physical office space
- Collaborated with marketing team to design and implement enhancements to our blog which resulted in an increase of views by 55%

ACCOUNT EXECUTIVE | MAR 2015 - AUG 2015

- Investigated and analyzed client complaints to identify core product weaknesses.
- Collaborated on client engagement strategy to drive entry into our software product and reduce customer churn rate.

NATIONAL CENTER FOR STUDENT SUCCESS

EXECUTIVE TEAM LEAD | AUG 2014 - OCT 2014

- One of the first employees in this unique startup targeting classroom disengagement through innovative "one for one" model

RIVERSIDE COMMUNITY CARE

OUTREACH SPECIALIST | NOV 2013 - JUN 2014

- Conducted client-needs assessments and synthesized data into customized individual service plans; oversaw implementation of plans and responded to changing client needs

AMERICAN JEWISH WORLD SERVICE (CAMBODIA)

GLOBAL JUSTICE FELLOW | JAN 2013 - AUG 2013

- Created capstone website and blog and contributed content monthly
- Identified holes in existing English language curriculum through user research with current students and teachers; incorporated findings into a re-design of course content and lesson plans with limited support and direction
- Identified, researched, and built-out the project plan for an internal income-generating opportunity, which was subsequently implemented. Laid out preliminary project design, timeline, and budget.



EDUCATION

IDEO.ORG + ACUMEN

HUMAN-CENTERED DESIGN COURSE | FEB 2015

HARVARD UNIVERSITY EXTENSION, CAMBRIDGE, MA

QUANTITATIVE METHODS AND SOCIAL PSYCHOLOGY | 2011 - 2014

AMERICAN UNIVERSITY, WASHINGTON, DC

BA IN THEATRE AND PSYCHOLOGY | 2005 - 2009