Loriah Pope

UX Designer and UI Developer

I'm originally from **Houston, Texas**, but I moved to NYC to attend **New York University**, where I received my degree in **Computer Science** in 2015.

I play **volleyball** on Thursdays, and I love to **eat** and **travel**. Barcelona is my favorite city, but Florence has the best food!

User Experience gives **intention** to development.

Interaction Design
UI Development

User Research
Visual Design

Current Tool/Methodology Experience

Wireframing	**JavaScript**
Paper Prototyping	**AngularJS**
Rapid Prototyping	**SQL**
Axure	**Node**
Balsamiq	**Grunt**
HTML	**Gulp**
CSS (Less & Sass)	**Bower**
Bootstrap	**Karma & Protractor**

Current Tool/Methodology Experience

Persona Definition
User Interviews
Heuristic Reviews
Photoshop
Illustrator

My goal is to become an **expert** in **UX Research**, **Interaction Design**, **Visual Design**, **UI Development**, and defining **Product Strategy** to one day become the **Head of Design** at a well-recognized company.

Project 1

Employee Help Screen

The Employee Help Page provides a **hub for employees** to contact the Customer Service Desk to find answers to their tech problems.

I was the primary **User Experience Designer** on this effort and frequently interacted with **Product Managers** and **Developers** to see the project through to development.

Primary User

General Employees

Primary Goal

Find quick solutions to tech problems in order to get back to work

Secondary User

# Customer Service Representative

Primary Goal

Display frequently asked questions to users to reduce call volume

General Employees want to receive reliable help solutions quickly by either self-help searchable solutions or by reaching out to the help desk directly by phone or chat.

Customer Service Representatives want to provide self-help solutions to users and discourage calling in for simple requests.

Rapid Prototyping
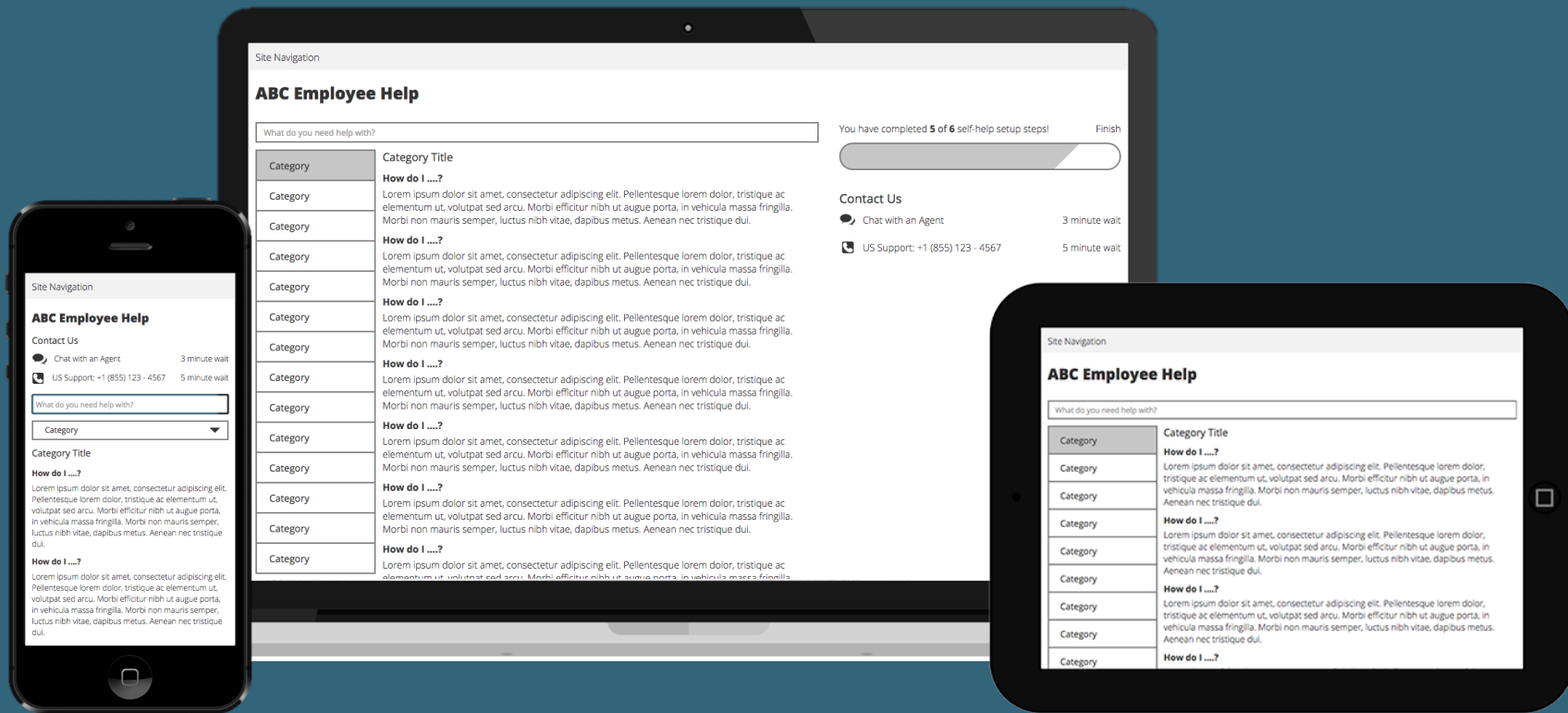
Feedback

"This will cause a **complete paradigm shift** once it is in use. I cannot wait to see it for real."

"This looks very good. **Leaps and bounds better than the current system**."

"The contact box is great. I like that **multiple options are integrated**."

"I can't wait for this to roll out, it looks great! It won't just make our role easier, but it'll reduce a lot of dead air and **improve our customer interaction**.

"...this will have a **fundamental change on the level of support we can provide to our customers** - I can't wait to see it go live!"

"This system will certainly **improve the [Service Desk] analyst productivity** and service levels."

Develop the Solution

This prototype was developed using **Bootstrap4 and AngularJS**. I first built the skeleton in basic HTML, utilizing the **Bootstrap Grid System** to enable **responsiveness** and noting where I could utilize AngularJS to separate the view and the logic.

I then went through and added AngularJS to the project, substituting static Category names and self-help question data with dynamic data defined in an AngularJS controller. I also added logic to show and calculate the Self-Help steps.