

LORIAN 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.

Strengths

Interaction Design

UI Development

Current Tool/Methodology Experience

Wireframing
Paper Prototyping
Rapid Prototyping
Axure
Balsamiq
HTML
CSS (Less & Sass)
Bootstrap

JavaScript
AngularJS
SQL
Node
Grunt
Gulp
Bower
Karma & Protractor

Areas for Improvement

User Research

Visual Design

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

Brief

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

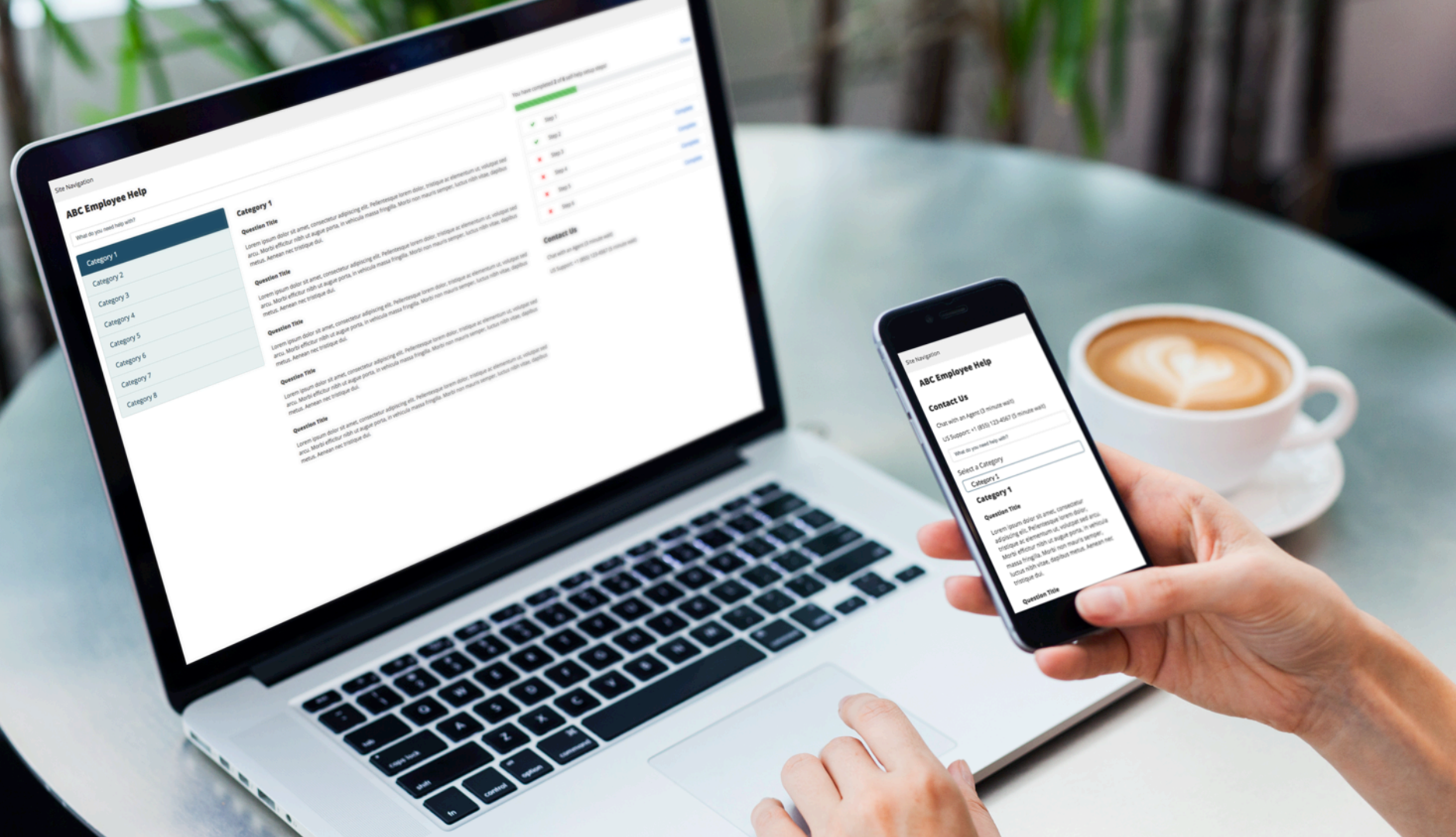
Primary Goal

Display frequently asked questions to users to reduce call volume

Define the Problem

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.



Site Navigation

ABC Employee Help

What do you need help with?

Category 1

Category 2

Category 3

Category 4

Category 5

Category 6

Category 7

Category 8

Category 1

Question Title

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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.