

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

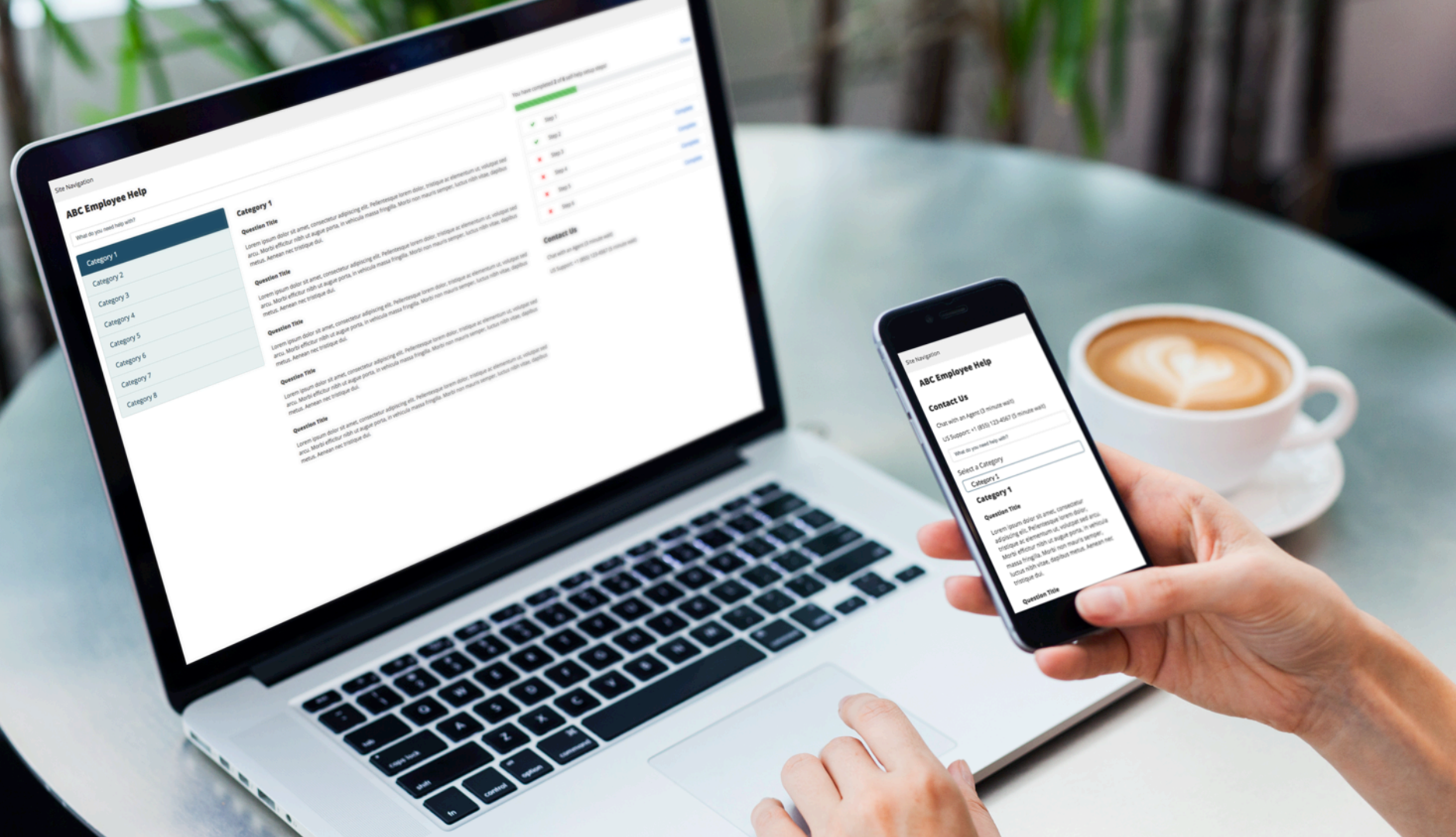
Primary Goal

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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Question Title

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You have completed 2 of 8 total steps

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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.

Project 1

Employee Idea Submission

Brief

The Idea Portal currently exists as a platform for employees to submit innovative solutions that will **improve the operations of the company.**

I was the primary **User Experience Designer.** In addition to completing a **heuristic review** of the existing portal, I **interviewed** many users of the current site to understand their **pain points** and difficulties in preparation for designing the new system.

Persona
Submitter

Primary Goals
**Views
submitted
ideas**

**Comments on
ideas
Votes on ideas
Submits ideas**

Confidence
Low

Persona
Reviewer

Primary Goals
**Reviews
submitted
ideas**

Secondary Goals
**Submitter
Persona**

Confidence
Low

Persona
General Admin

Primary Goals
**Configure
email messages**

Secondary Goals
**Reviewer
Persona**

Confidence
Medium

Persona
Champion

Primary Goals
**Manage User
Access**

Secondary Goals
**General
Admin
Persona**

Confidence
High

Persona
Overall Admin

Primary Goals
**Maintain and
Configure Site**

Secondary Goals
Champion

Confidence
Expert

Define the Problem

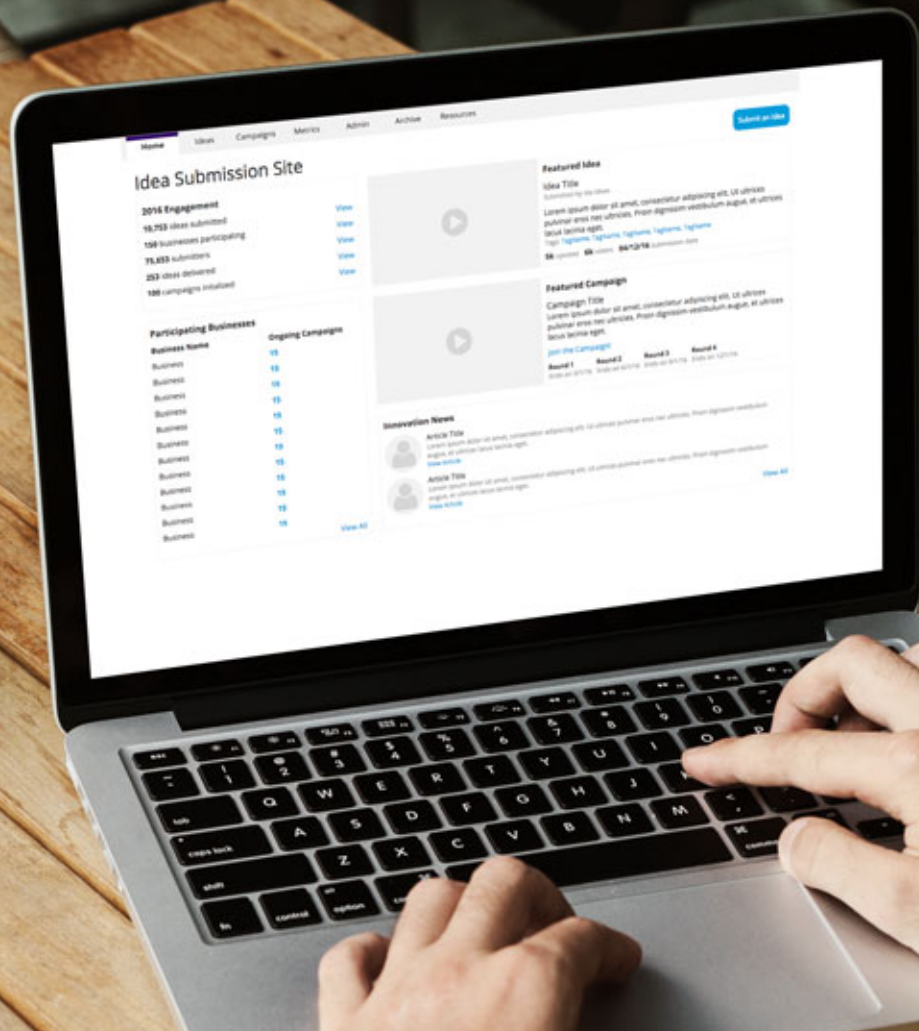
Submitters need to be able to easily submit ideas, track the status of ideas, and view submitted ideas.

Business Reviewers need to be able to easily review submitted ideas, while receiving meaningful notifications of required action.

General Admins need to be able to easily configure email messages, as well as approve ideas.

Innovation Champions need to be able to run campaigns, configure user access, and review ideas.

Overall Admins need to be able to maintain and configure the site, as well as manage user access and onboard and delegate new users of more experienced personas.



Idea Submission Site

2016 Engagement

16,752 ideas submitted
156 businesses participating
75,653 subscribers
253 ideas delivered
186 campaigns initiated

[View](#)[View](#)[View](#)[View](#)[View](#)

Participating Businesses

Business Name	Ongoing Campaigns
Business	15
Business	15
Business	15
Business	15
Business	15
Business	15
Business	15
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Business	15
Business	15

[View All](#)

Featured Idea

Idea Title

Submitted by: User Name

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut ultricies pulvinar eros nec ultricies. Proin dignissim vestibulum augue, ut ultricies ipsum tincidunt eget.

Tags: [Tagline](#), [Tagline](#), [Tagline](#), [Tagline](#), [Tagline](#)

36 updated 66 votes 04/12/16 Submission Date

Featured Campaign

Campaign Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut ultricies pulvinar eros nec ultricies. Proin dignissim vestibulum augue, ut ultricies ipsum tincidunt eget.

[Join the Campaign](#)

Round 1 Round 2 Round 3 Round 4

04/01/17 04/01/17 04/01/17 04/01/17

Innovation News

Article Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut ultricies pulvinar eros nec ultricies. Proin dignissim vestibulum augue, ut ultricies ipsum tincidunt eget.

[Read More](#)

Article Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut ultricies pulvinar eros nec ultricies. Proin dignissim vestibulum augue, ut ultricies ipsum tincidunt eget.

[Read More](#)

[View All](#)

Project 1

Employee Vacation Tracker

Brief

The Employee Vacation Tracker allows employees to request time off through a simple interface, as well as view the time off of their team.

I was the **User Experience Designer** on this project. In addition to completing a **heuristic review** of the existing request system, I **interviewed** many users of the current site to understand their **pain points** and difficulties in preparation for designing the new tracker.

Primary User

Submitter

Primary Goal

Request time off through the portal and view upcoming time off and days remaining

Secondary Goal

Ability to view team's upcoming time off

Secondary User

Approver

Primary Goal

Review and approve time off requests, and view direct reports' upcoming time off

Secondary Goal

All tasks of Submitter persona

Define the Problem

Submitters need to be able to easily view upcoming time off, as well as request time off.

Approvers need to be able to easily view direct reports' vacation requests in order to approve vacation requests with minimal overlap.

Site Navigation

Employee Intranet

Time Off

Your next time off is in 5 days on March 29, 2016

10 Days Requested

14 Days Remaining

Team Absences

March 28, 2016 - April 1, 2016



Brussels has a holiday on March 28



Milan has a holiday on April 12

[Request Time Off](#)

[View Holiday Calendar](#)