Lucien Liz-Lepiorz

design & develop

product skills

‣ Comprehensive, analytical product strategy and user experience direction.

‣ Agile product planning and delivery via Confluence, Jira, and Pivotal Tracker.

‣ Conducting user research from initial discovery to implementation.

‣ Behavioral analysis and insight generation with SQL and Oracle.

‣ Delivering interactive design assets and documentation via Sketch, InVision, Zeplin, and Figma.

technical aptitude

‣ Modern web development with HTML5, CSS3, PHP, and Jekyll.

‣ Utilizing JavaScript and JQuery for fundamental front-end logic and object manipulation.

‣ Traditional object-oriented programming for mobile and desktop platforms with Java, Processing, C#, and Objective-C.

competitive awards

‣ Adobe Design Achievement Awards, *NEXT* 2015, Semifinalist

‣ Graphis Design Annual, *NEXT* 2015, Silver Award

‣ HOW International Design Awards, *NEXT* 2015, Merit Award

‣ University & College Designers Association, *NEXT* 2015, Award of Excellence

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Allstate, Product Manager, Chat
NOVEMBER 2019–PRESENT :: REMOTE

‣ Transforming how Allstate customers use conversational chat to get help. Working with a global team of business leaders, designers, researchers, and software engineers.

Allstate, Product Designer, Roadside Services
JULY 2018–NOVEMBER 2019 :: CHICAGO, IL

‣ Used human-centered design techniques to foster cross-product communication, ideation, and collaboration. Built a culture of trust and camaraderie within my assigned product.

‣ Worked with call center agents, developers, and stakeholders to improve the Omni dispatching application and save $3.25 million for Allstate Roadside Services in 2018.

Allstate, Innovation Product Designer
NOVEMBER 2017–JULY 2018 :: CHICAGO, IL

‣ Developed industry-first breach monitoring and identity protection features to provide market differentiation for Allstate's business lines.

‣ Conducted story-planning exercises to inform roadmap- and sprint-related decisions. After design completion, created user stories and technical issues for the front-end team.

‣ Participated in dozens of user research sessions to validate concepts, interaction models, and emotional responses. Rapidly incorporated feedback into shipped product.

Catalytic, Interaction Designer
MARCH 2017–AUGUST 2017 :: CHICAGO, IL

‣ As the designated UI-major, UX-minor designer in our pod (colleagues included a UX-major, UI-minor designer, service designer, and VP of Product), crafted a scalable component library for the company's workflow management software, Pushbot.

‣ Wrote extensive briefs to document designs in preparation for developer implementation. Created a design backlog and performed QA testing at multiple stages.

‣ Developed and managed two tracks of work: (1) a visionary end-goal, and (2) a steady stream of improvements to increasingly align the app's pre-existing state with that of the vision.

Learnmetrics, Senior Designer
SEPTEMBER 2016–MARCH 2017 :: CHICAGO, IL

‣ Individually led an organization-wide rebranding that consisted of value assessments and exercises, market research, ideation, weekly presentations, and final wordmark preparation. Translated an obtuse set of traits into a cohesive and communicative identity.

‣ Collaboratively managed a pre-existing, external contract for website redevelopment and design. Provided relevant assets, stylistic cues, and art direction to the vendor.

‣ Overhauled supporting materials such as the company's pitch deck and business cards. Laid out a roadmap for product design best practices and future design sprints.

The George Washington University, BFA Graphic Design
MAY 2016 :: WASHINGTON, DC

‣ Graduated *summa cum laude* (3.97 GPA) from the Corcoran School of the Arts & Design.

‣ Honors included: Dean's List, Outstanding Academic Achievement Award, Senior Thesis Writing Award, Hubert Leckie Memorial Award for Typography.