

Megan A. Singh

Levittown, NY ~ 516-308-8464 ~ Megan.A.Singh3@gmail.com

UX/UI designer with a specialization in Voice UX. Dedicated, focused and adaptable professional with 10+ years of experience in customer relations, communication, creative problem solving and empathy. Has worked with a diverse group of clientele and companies. Skilled in user research and prototyping enhancing the user experience, to gain and retain users.

Projects

Habitude, Final Project, Careerfoundry 2022-2023

Problem: Our health-conscious users need one clear concise app to have an overview of their symptoms and how their diets/exercise may affect their health

Research: User interviews, surveys, competitive analysis, task analysis, user stories, card sorting, user flows, affinity mapping, low-high wireframes, prototyping, user testing.

Solution: Design an app that allows users to monitor their habits and/or symptoms that affect their health; and gives users the ability to share this information with their healthcare professionals via the app.

Skills & Tools

- | | | |
|-----------------|----------------------------|----------------|
| • User Research | • Responsive Design | • Style Guides |
| • Usability | • Figma | • HTML |
| • User stories | • Prototyping | • CSS |
| • Task Analysis | • Information Architecture | • Wireframing |
| • User Flow | • UI Design | |
-

Experience

Tensator, Inc/ Credit Specialist

July 2017-Present, Bay Shore, NY

- Generate and revised approximately 50-100 daily invoices
- Ensure invoices and accounts are created based on account guidelines
- Maintain open communication between account managers, financial services and customers to guarantee customer satisfaction
- Researched resolutions to unpaid invoices and created reports to communicate findings so accounts could be balanced

Stellae/ Account Executive

June 2015- January 2017, Lake Success, NY

- Generate and revised approximately 50-100 daily invoices
- Ensure invoices and accounts are created based on account guidelines
- Maintain open communication between account managers, financial services and customers to guarantee customer satisfaction
- Researched resolutions to unpaid invoices and created reports to communicate findings so accounts could be balanced

Century 21 Department Stores / E-commerce Operations Assistant

October 2013 - June 2015, Westbury, NY

- Liaison between C21's warehouse and guests concerning allocation of inventory and guests web orders
 - Internal/external advisor for VIP Status Program, reduced the amount of obsolete accounts created by 300%.
 - Created custom research reports for credit tracking, expenses and sales/returns.
-

Education

Stony Brook University / Bachelor of Applied Science

Careerfoundry / Certificate UX Design