Stephanie Dykes

UX Designer

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📞 706-346-7641

SKILLS

Mobile & web design
Wireframing
User flows
Mockups
Prototyping

User research
Usability testing
Personas
Journey mapping
Content strategy
Card sorting
Affinity mapping
Heuristic evaluation
Contextual inquiry

Agile methodology
Design thinking
User centered design

TOOLS

Figma
Adobe XD
Sketch + InVision
Adobe Illustrator
Adobe Photoshop
Pendo

EXPERIENCE

Tyler Technologies - Seattle, WA (Remote)
Lead Product Designer   **Aug 2022 - Present**
— Creating analytics capable software solutions for city budget planners, property assessors, and permit issuers.
— Partnering with product managers and engineers to create and deliver consistent experiences across multiple products.
— Conducting discovery research, user interviews, and usability tests.
— Contributing to an evolving company design system in Figma; Collaborating to establish and document new design patterns.

CodeMettle - Atlanta, GA
Senior UX Strategist   **April 2021 - Aug 2022**
— Lead UX Designer on Terminus, our flagship network management product. Created a user experience driven product that is 100% preferred to former CodeMettle software solutions.
— Led company's first user research initiative. Established a regular research cadence. Implemented customer satisfaction surveys, on-site user testing, and remote usability testing.
— Designed and strategized major revisions and new features; Facilitated design sprints and conducted design reviews.

UX / UI Designer   **Feb 2019 - April 2021**
— Designed network management interfaces for a variety of commercial and U.S. Department of Defense customers.
— Created company's first user personas; Educated and advocated for their use in new and existing projects.

The Home Depot - Atlanta, GA
UX Design Intern   **June - Aug 2017**
— Designed a dashboard for senior managers to view and analyze contact center data, trending issues, and transcripts.
— Facilitated design studios, critiques, and weekly retros.
— Conducted user research via contextual inquiry and interviews. Validated product designs with usability testing, utilizing paper and interactive Sketch / Invision prototypes.

EDUCATION

Georgia Institute of Technology
M.S. Digital Media, *GPA 3.88*   **Aug 2016 - May 2018**
B.S. Computational Media, *GPA 3.70*   **Aug 2012 - July 2016**