Elizabeth Wolner

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ABOUT

Exceedingly curious UX Designer focused on customer satisfaction with experience in Engineering, Product Design, and Customer Service.

EXPERIENCE

Product Engineer <- Associate Product Engineer <- Product Engineer Intern

Target Corporation

2015-Present

- Lead technical development for Kitchen Tabletop products for the Hearth & Hand brand with a focus on continuous improvement and guest satisfaction
- Work on high-visibility projects with exclusive designer partners like Disney, Vineyard Vines, Levis, and Tabitha Brown to ensure high product quality and to bring their visions to life
- Collaborate and manage relationships with a cross-functional team of vendor partners, designers, engineers, quality assurance specialists, sourcing partners, and buyers to connect the dots of the product development process.
- Drive $x in sales on average per year
- Frequently brought in on special business projects and have experience defining problems to whiteboard then execute on solutions

Product Designer

Bracketron

2015-2016

- Ideated with leadership and the team to understand customer needs
- Developed packaging concepts for car mounts
- Used CAD software (Solidworks) daily to bring designs to life

Visitor Service Staff

The Works Museum

2013-2014

- Managed customer inquiries with empathy and close attention to detail in order to maximize customer experience & satisfaction
- Entrusted with the responsibility of opening and closing the museum & troubleeshooting exhibit malfunctions

Waitress <- Hostess

Bakers Square
2009-2015

- Put the customer first daily by listening intently and going above and beyond to communicate transparently and listen to concerns in order to make things right when complaints were elevated
- Seamlessly juggled multiple tasks at once by single-handedly managing the host stand, drive through, pie oven, and cash register

Volunteer Instructor - Product Design

University of Minnesota
2014-Present

- Lead a group of 6 students through the full product development process beginning with brainstorming and research, moving to concept development and user testing, and working through low, mid, and high-fidelity physical prototypes
- Troubleshoot student roadblocks and coach them towards solutions
- Grade student work and give feedback on performance throughout the course

Design Student Alumni Board Member <- President

University of Minnesota
2016-2021 (Presidential Term 2020-2021)

- Connect students and alumni by planning events
- Elected president after just 2 years of serving on the board
- Recruited talent for both the Design in 7 and Dirty Laundry speaker series' with a focus on advocacy for a diverse lens

EDUCATION

UX/UI Design Certificate

University of Minnesota
June 2022-Nov 2022

Bachelor of Industrial & Systems Engineering

Product Design & Management specialties
University of Minnesota
2011-2016

SKILLS

UX/UI Design & Dev

- Site Mapping
- Wireframing
- Prototyping
- Style Guide Building
- UI Design
- ADA Compliance
- HTML/CSS

Tools

- Figma
- InVision
- Adobe Suite
- Office Suite
- Trello
- Visual Studio
- Solidworks

Research

- User Interviewing
- Persona Creation
- Data & Analytics
- Affinity Diagraming
- Empathy Mapping
- Card Sorting
- Usability Testing

Project Management

- Smartsheet
- Team Leadership
- Peer Coaching
- Project Proposals & Execution