

Jennifer Wright

I'm a **User Experience Designer & Researcher** in Portland, OR. I design interactions and **meaningful experiences** that **solve problems** and make people's lives **simpler**.

Recent Experience

OCCU 7.2022- Present Portland, OR	UX Designer → leading projects to design & develop tools to help members self-serve → developing a UX copy guide for the organization → planning & conducting research; developing overall research strategy → wireframing, prototyping, testing, IA, UX writing, presentations → cross-departmental collaboration & workshop facilitation → research & design for internal tools to improve employee experience & workflow
Cross Project Resources 04.2022- 11.2022 Portland, OR	UX Researcher → design & conduct usability tests & interviews → discover, analyze, & present customer insights → transcribe, analyze, & code customer/user interviews → create presentations for client's design team
Develop for Good 11.2021 - 8.2022 Portland, OR	UX Designer → designed Hazard for the Environmental Defense Fund: a web-based tool for people to report pollution incidents → collaborated as the sole designer on a team of stakeholders, software engineers, and project managers → wireframing, prototyping, testing, branding, accessibility concerns, and research
Strange Times Studio 2015 - 2021 Portland, OR	UX, Service, & Visual Designer → design & research work to improve the user experience & profitability of websites, online shops, and services → collaborate with small business owners to design & implement systems that scale → design & iterate on brand guidelines and design content → develop pricing and operational procedures
Good Clean Love 2018 - 2019 Eugene, OR	Product Development & Sales Manager → led a major project to establish a product development process & pipeline → delivered sales presentations to business critical partners nationwide for a women's healthcare startup → collaborated with outside consultants to establish & train inaugural inside sales team

Education

Thomas Jefferson University	Industrial Design (Bachelor of Science) Industrial Design w/ a focus on: → intersection of business & design → sustainable design → materials exploration
DesignLab	User Experience Design & Research Projects included: → Circularity: App to support zero waste manufacturing & design → Headspace: New features for the popular meditation app

Contact

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Experience

6 years design
10+ years creative problem-solving
7 years people management

Industries

Financial sector, Enterprise software, Manufacturing, Consulting, B2B sales, Sustainability, Wholesale

Skills

Design

- ▶ UX Design
- ▶ Interaction Design
- ▶ End-to-end product development
- ▶ Responsive Design
- ▶ Prototyping
- ▶ Wireframing
- ▶ Storyboarding
- ▶ Service blueprints
- ▶ Heuristic evaluations
- ▶ Style & copy guides
- ▶ Information architecture
- ▶ UX writing & microcopy

Research

- ▶ Usability testing
- ▶ Quantitative & qualitative research
- ▶ Data analysis & synthesis
- ▶ A/B testing
- ▶ Interviews
- ▶ Surveys

Everything else

- ▶ Project management
- ▶ Product ownership
- ▶ Process improvement
- ▶ Conflict resolution
- ▶ Relationship management
- ▶ Navigating complexity & ambiguity

Tools

- ▶ Figma
- ▶ UserTesting, UserZoom, Userlytics
- ▶ Sketch
- ▶ Abode Creative Suite
- ▶ Optimal Workshop
- ▶ Miro, Mural
- ▶ Notion
- ▶ Microsoft 365
- ▶ Google Workspace
- ▶ Asana, Trello
- ▶ Airtable