

Michelle Swanner

Jr. UX Researcher and Designer

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Summary

UX researcher and designer with a recently completed certificate from The Ohio State University. Completed several projects in class from idea conception to working prototypes with reactive web design.

Strengths and interests lie in data gathering/synthesis, user interviews, and wireframing.

Skills

UX/UI Design Tools

User Interviews, Usability Testing, Affinity Mapping, Competitive Analysis, Heuristic Design, Storyboarding, Color Theory, Wireframing, Prototyping

Technical

Figma/FigJam, Miro, Visual Studio Code, GitHub, HTML, CSS, Javascript, JQuery, Bootstrap

Soft

Quality Assurance, Auditing, Training, Training Document Creation, Salesforce.com, Communication, Active Listening, Team Player

Projects

Forbes House Redesign

<https://www.figma.com/proto/jPzrYumsQww4bXBMs0nT9b/Forbes-House?page-id=14%3A285&type=design&node-id=84-401&viewport=-1234%2C-42%2C0.42&t=CXszhOEst3wRFXfc-1&scaling=scale-down&starting-point-node-id=84%3A401&show-prot-sidebar=1&mode=design>

Forbes House is a non-profit, domestic violence shelter in Lake County, Ohio. Our team was tasked with redesigning the homepage and secondary pages. The goal of the redesign was to improve the overall flow of the site, make it easier to navigate, and to highlight how easy it is to volunteer and donate.

Skills Used: Stakeholder interviews, User testing and Interviews, Persona creation, Wireframing, Prototyping (lo-high fidelity), Iterating, A/B Testing

JourneySync

<https://www.figma.com/proto/e4qrkPfJ8XuehJJFoV1cFi/Project-3-JourneySync?page-id=167%3A7408&node-id=167-7409&mode=design&t=OA3qUIEV2TxPpDH3-1>

JourneySync was an app idea created when given the prompt “Create a travel app for a post pandemic world”. The purpose of the app is to have your travel budget and itinerary all located in one place. This should make sticking to plans and budget while traveling easier.

Skills Used: Brainstorming, User testing and interviews, Persona creation, Data synthesis, Storyboarding, Wireframing, Prototyping (lo-high fidelity), Iterating, and A/B testing.

Work Experience

April 2019 – Present

Senior Quality Research Analyst and Trainer, Asurint

- Assist in the development of research, vendor and client relations products, processes, and system training documentation.
 - Created content manuals for research products.
 - Identify quality trends and provide solutions for on-going training.
 - Identify new ways to document and track quality metrics in the Salesforce platform.
- Facilitate individualized job and product specific training with Research and Client Relations teams.
 - Trained 50+ people in multiple areas.
 - Conduct audits from multiple queues.
 - Communicate with external vendors for the completion of products.

August 2017-April 2019

Criminal Records Research, Asurint

- Locate information quickly and accurately in accordance with applicable state laws and procedures.
 - Provide timely updates, notifications of delays, and pending in-house searches.
 - Handle confidential information with responsibility and good judgment.
 - Monitor and implement processing and system changes.
 - Establish working relationships with peers and other departments.
 - Complete special assignments as needed.

October 2016-August 2017

Product Consultant, SEPHORA

- Assist clients
- Support company programs

Education

Certificate in UX/UI Design

The Ohio State University

Mar 2024

Bachelors of Arts in Psychology

Ohio University

May 2016