

Katie Holmes

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UX Methods

Affinity Diagramming	Observation
Competitive Analysis	Rapid Prototyping
Contextual Inquiry	Journey Mapping
Heuristic Analysis	Usability Testing
Information Architecture	Wireframing

UX Tools

Adobe Illustrator	Pages
Adobe InDesign	Numbers
Sketch	Keynote
Axure	Pen & Paper
Invision	Trello

EXPERIENCE

BEST BUY • OCTOBER 2017 – PRESENT

UX Designer with Retail & Services UX (October 2017 - Present)

- » Design dynamic and efficient user interfaces for retail employee facing sales tools
- » Promote consistency through following established visual and interactive design patterns
- » Collaborate in an Agile Scrum environment with front and backend developers, business analysts, product owners, other UX Designers, and business stakeholders
- » Participate in daily and weekly Scrum ceremonies such as stand-ups, backlog refinements, retrospectives, work in progress reviews, stakeholder demonstrations, and UX collaborations
- » Tools: Axure, Sketch, Invision, Adobe Photoshop, Version One
- » My role: Information Architecture, Visual Design, Interaction Design

PRIME DIGITAL ACADEMY • MARCH 2017 – JULY 2017

User Experience Design Student (March 2017 - July 2017)

- » Solo Project Client: Peace Coffee
 - Challenge: Improving the in-store customer experience for purchasing Peace Coffee.
 - Solution: Created a promotion system through ambassadorship and improved coffee packaging, evaluated and refined these prototypes.
 - Methods: Observation, User Interviews, Personas, Journey Mapping, Affinity Diagramming, Rapid Prototyping, and Usability Testing.
 - Tools: Adobe Suite, Optimal Workshop, Pen & Paper, Numbers, Keynote
- » Group Project Client: Greater Twin Cities United Way
 - Challenge: There are 1 million potential volunteers in the Twin Cities that want to help but they don't have much time and don't know where to start.
 - Solution: A digital tool that matches people with remote volunteer opportunities that align with their values and leverage their skills.
 - Methods: Competitive Audit, Usability Testing, Affinity Diagramming, Prototyping
 - Tools: Pen & Paper, Sketch, Invision, Axure, Keynote
 - My role: Usability Testing, Axure Prototyping, Paper Prototyping, Style Guide

APPLE INC. • 2012 – 2017

Creative (July 2015 - March 2017)

- » Utilized presentation and teaching skills by facilitating group workshops and personal training sessions.
- » Partnered with Creative team to create curriculum and facilitate workshops for all employees.

In-Store Guest Trainer Career Experience (September 2015 - March 2016)

- » Coordinated, communicated, and facilitated market trainings for new and developing employees.
- » Administered schedules and in-store training for new employees.
- » Organized and delivered training for new ways to buy iPhone for 75+ employees.
- » Innovated workshops for employees to build knowledge in hardware and software.

Specialist (November 2012 - July 2015)

- » Worked daily to create owners and build loyalty to Apple products through identifying customer needs and outstanding customer service.

DUGAN DESIGN GROUP • 2007-2015

Graphic Designer (July 2007 - July 2015)

- » Collaborated with design team to create unique, relevant, and exciting designs for clients through use of Adobe Suite.
- » Specialized in projects with publishers and authors on book cover design.
- » Photographed still life, models, and products for projects and clients.

COMMUNITY INVOLVEMENT

DINOMIGHTS • OCTOBER 2015 - PRESENT

Tutor/Mentor

- » Tutor one elementary school student, working to achieve higher reading, writing, and math proficiency as well as fostering a trusting peer/mentor relationship.

ONE BY ONE TUTORING • SEPTEMBER 2008 - MAY 2014

Tutor/Mentor

- » Tutored 2-4 middle school girls once a week with emphasis on improving reading levels and comprehension; built relationships with students to encourage strong character.

UXPA MINNESOTA • MEMBER SINCE APRIL 2017

EDUCATION

PRIME DIGITAL ACADEMY • USER EXPERIENCE DESIGN CERTIFICATION — JULY 2017

NORMANDEALE COMMUNITY COLLEGE • AA 2007

CAPERNEWRY HALL BIBLE SCHOOL; CARNFORTH, LANCASHIRE, ENGLAND — 2009