

Jacqueline Sullivan

www.sullivanjdesign.com

USER EXPERIENCE/INTERFACE DESIGNER

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EXPERIENCE

UX/UI Designer, Waters Corporation

Milford, MA | June 2019 to Present

Working within multiple agile software development teams creating wireframes, low and high-fidelity prototypes, scheduling research plans with internal and external SMEs in the process of designing cutting edge software screens to be used in laboratories. Involved in projects updating software programs that exceed \$200 million profit annually. Creating and working with brand-specific UI elements and researching scientist and lab tech needs to create interfaces that exceed industry standards and align with business goals. A leader in forming connections and effective ways to collaborate with local coworkers as well as outsourced teams located in other countries.

Freelance UX/UI & Graphic Designer, SullivanJDesign

Pawtucket, RI | 2012 to present

Researching user needs to create websites for current businesses to increase traffic and effective promotional materials. Logos, branding, and advertisements for businesses and nonprofits. *Clients: Genetti Best Western Hotel, MG bodyworks, Next Level Event Design, Bike Cycle, DRP Remodeling, AllStar Cleaning.*

User Experience Design Certificate, General Assembly

Boston, MA | Nov 2018 to Feb 2019

400+ hours immersive course taught by industry professionals. Learned research methods, synthesizing data, user goals, wireframing, agile software development, product management, prototyping, usability tests.

CASE STUDIES

UX Designer, Researcher, Consultant | Smartbear | 3 weeks

Team collaborative client project creating an onboarding experience for SoapUI, a software program recently acquired by Smartbear. Created user onboarding experience based on business needs and researching user learning patterns. Conducted interviews, affinity mapping, sketching, researching onboarding experiences, usability tests, high-fidelity prototype.

UX Designer & Researcher | National Grid (concept) | 2 weeks

Concept team project addressing given technical issues related to current mobile application. Conducted user interviews, affinity mapping, and created solution related to energy usage reports. Sketching, created paper prototypes, wireframes, high-fidelity prototype, conducted usability tests.

Graphic Designer, Whole Foods Market

Providence, RI - 2008 to 2018 | Boston, MA - 2005 to 2008

Performed competitive analysis and used brand guidelines to create advertisements and signage for retail health store that exceeds more than \$300 million annually. Trained other lead artists, creating design criteria for new and existing stores.

VOLUNTEER

Webmaster, Toastmasters International

Milford, MA | 2019 to present

Design and update of local Toastmasters Chapter website. Responsible for creating agendas, membership information, Information Architecture, and Table Topics guru.

SKILLS

Empathetic Research
Wireframing
Creative Solutions
Usability Testing
Data Analysis
Prototyping

TOOLS

Adobe Creative Suite
AdobeXD
Illustrator
Photoshop
Sketch
InVision
Axure
Figma
POP! by Marvel
JIRA
Zeplin

EDUCATION

General Assembly
UX Design Immersive - 2019

RISD, Continuing Education
Advertising Design Cert. - 2015

MASS Art, Continuing Education
Web Design Courses - 2007

Maine College of Art
BFA Graphic Design - 2002

INTERESTS

Roller Derby
Bicycling
Yoga
Meditation
Earl Grey Tea
Marie Kondo