

Claire Furness

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510-634-6680

UX Designer

Product Designer

About Me

I am a user advocate and designer who is passionate about UX, Interaction Design, Product Design, and solving problems through innovation. I strive for perfection through simplicity

Strengths

User Experience

Product Design

Interaction Design

Ethnographic Research

Information Architecture

Creative

Innovative

Empathetic

Humble

Collaborative

Experience

UX Designer at WebEnertia

San Jose, CA Jan 2018- present

- User Experience and Product Design for a digital web agency that specializes in enterprise websites and some data analytics products.
- In charge of UX throughout the entire website redesign process: roadmapping, designing sitemaps and information architecture, competitive analysis, wireframing. Utilize web analytics to analyze and increase conversion rates.
- Owned product interface design for a data monitoring product (data visualizations, monitoring dashboard, etc.)

UX/UI Designer, Interaction Designer at Change Health (McKesson)

Emeryville, CA Oct 2016-May 2017

- User Experience and interaction design for healthcare enterprise data analytics software product, Fuse.
- Composed and implemented a design strategy, resulting in a complete redesign of the product interface and style guide.
- Distilled complex interactions into simple, elegant user flows for complex b2b software through user stories and both low and high fidelity mockups and prototypes.
- Worked with and regularly presented to various high level stakeholders: developers, visual designers, product managers, and executives.
- Owned the design of data visualizations for the monitoring dashboard.

Product Designer, UX Researcher at Rybot (IoT Startup)

San Francisco, CA March 2016- October 2017

- Executed then synthesized qualitative and quantitative user research from interviews and surveys. Then translated it into actionable results in the form of task flows, personas, and visual storytelling.
- Developed and implemented a design strategy with a team of product managers, business stakeholders, engineers and executives to deliver user-centered designs that supported the overall business strategy.
- Designed low and hi-fidelity responsive flows and wireframes.

UX/UI Designer, UX Researcher at Urban Turf

San Francisco, CA, Nov. 2015

- User research and user testing collaboratively with other UX designers in an agile design sprint, resulting in a native app design and digital prototype for client.
- Rapidly explored multiple concepts and design variations in a design studio.
- Used analytics and synthesized user research results into simple yet satisfying user flows, personas, storyboards, navigation maps, task analysis, and UI for mobile app. Conducted extensive user testing.

UX/ UI Designer, UX Researcher at General Assembly Project

San Francisco, CA, Oct. 2015

- Executed user research and testing to define user problems and inform solutions for both user and business objectives, resulting in digital prototypes.
- Designed information architecture, and, resulting in complex user flows, personas and storyboards.

Skills

Design Philosophy

Ability to create harmonious, usable interfaces and products from complex and vague requirements

Affinity for finding the best solution to a complex problem

User Experience and User Research

Usability Testing, Wireframing, Making User Flows, Accessibility testing, Writing User Stories, Content Strategy, Storyboarding, Affinity Mapping, Writing Surveys, Conducting Interviews, Synthesizing Research, Sketching, Responsive Design, Prototyping

Deep empathy and proven communication skills to correctly identify business and user problems

Independent, self-starter who works well with minimal instruction

strong analytical, problem-solving, and critical-thinking skills.

Strong ideation and innovation abilities

Affinity for working collaboratively, and strong business intuition

UI and Visual Design

Strong sense and understanding of visual design and typography coupled with consistent upholding of brand standards

Content Strategy

Familiar with link analysis in websites

Tools

Expert in: Sketch, Invision, Adobe: Illustrator, Indesign, XD, Photoshop, Premier Pro
Intermediate in: Axure, Mindjet, Accessibility tools, Google Analytics, Alexa, WooRank

Development

Basic HTML 5, CSS 3

Education

Ideo

Service Design Course

General Assembly

San Francisco, CA

UX Design Immersive

University of Edinburgh

Edinburgh, UK

Master of Science in Modern Art: History, Criticism, and Curating



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