**Lauren McLean**

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**PROFESSIONAL PROFILE**

Intuitive, passionate and creative designer, committed to delivering content that provides optimal customer experiences. Empathetic, curious and highly motivated to grow at every opportunity, with excellent oral and written communication skills. Adaptable, honest, and results oriented collaborator, with strong attention to detail and experience providing solutions independently and in collaborative environment.

**EDUCATION**

Southern New Hampshire University, Manchester, NH December 2018 **MS Information Technology**, GPA 3.93 Emerson College, Boston MA 2015 **BFA Theater Design/Technology**

**CORE COMPETENCIES**

Microsoft Office Suite | Java | HTML | CSS | JavaScript | Google Docs | User Research | Sketch | Adobe Creative Suite | Adobe XD | Jira | Interaction Design | Visual Design

**USER EXPERIENCE DESIGN PROJECTS**

**Information Technology Capstone**: Designed mockups for innovative and agile website. Conducted user research and analyzed user and stakeholder needs through every stage of the product lifecycle and began prototyping a website for a startup company that helps users begin retraining for STEM fields. Used Adobe XD, Photoshop, Illustrator, and design thinking to research, create, and test the interactive website frameworks.

**Interface Design for Websites Final Project**: Analyzed the importance of human factors in the visual design of graphical user interfaces. Developed usable interfaces by performing requirements-gathering techniques to organize user and client requirements. Utilized personas/scenario development, usability testing, Adobe XD, and UX/UI design best practices to create visually appealing wireframes and prototypes for a fictional spa website.

**PROFESSIONAL EXPERIENCE**

CAMP Systems, Merrimack, NH March 2019-Present **UI/UX Designer**

• Coordinate with product management, UI/UX team, and customers to design wireframes and prototypes for new features and products for enterprise grade web and mobile applications

• Conduct user research and user interviews to build a better understanding of their needs and workflows

• Work with software engineering teams to clarify and refine designs during implementation phase

Unbound Visual Arts, Brighton, MA November 2018-January 2019 **User Experience Intern**

• Worked with the business owner to gain a better understanding their business requirements

• Organized and conducted usability tests to learn more about the users’ interaction with the website

• Created user flows, personas and low fidelity prototypes to present to the business owner with suggestions on how to create a more user-centered website.

Ann Taylor, Cambridge, MA January 2016-April 2017 **Customer Experience Lead**

• Tracked performance of the store for previous days/years to promote, merchandise and execute sales using QlikView Analytics
• Merchandised items and adapted to customer needs to provide support and guidance for each individual in a customer facing, fast paced retail environment