

JENNIFER NOINAJ

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EXPERIENCE

Interaction Designer, National Instruments Sep 2015 – Present
Championed user-centered design strategies and led UX projects by defining interaction models, user flows, and design specifications for LabVIEW software; established self as UX expert and worked closely with product management and engineering teams to guide the design vision to implementation; engaged internal and external users and collaborated with cross-functional teams on user research and usability studies; contributed to an interaction design standard for use across all NI software products.

Service Designer, Charles Schwab Jan 2015 – Sep 2015
Led and established service design standards and processes for the organization; provided guidance and insight for newly implemented service design methodologies; facilitated user research sessions to uncover customer needs and translated them into detailed service design solutions for a request fulfillment workflow; created service blueprints, user journey maps, high-fidelity wireframes, and other project artifacts.

UX / UI Designer - Freelance, Various Clients Sep 2013 – Dec 2014
Specialized in UX / UI design for different companies (Dell, SpaceCraft, DESIGNATION, and Google); partnered with clients to consult, design, and implement solutions; leveraged design thinking and documented user stories, created personas, developed wireframes, and designed prototypes for mobile and desktop applications.

Program Manager, Zurich / Farmers Insurance Sep 2012 – Sep 2013
Defined the scope and timeline of the service design project for the IT Security department; interviewed stakeholders to understand their processes which led to the creation of ITIL and BPMN based templates; led the end-to-end project lifecycle resulting in an on time and on budget delivery of the project.

Technology Consultant, Accenture Jun 2010 – Mar 2013
Planned and executed client projects for BCBS, Coventry Health Care, HCSC; conducted user interviews and requirement gathering sessions to develop user workflows, use cases, and system specifications that were used by the design team; facilitated system discussions with the client, developers, and testing team.

EDUCATION

Coursera, University of California at San Diego Jan 2017
Interaction Design Certification

University of Illinois at Urbana-Champaign May 2010
Bachelor of Science in Information Systems & Marketing

SKILLS

Focus: Information Architecture, Interaction Design, Front-end Development, Project Management, Prototyping, Requirements Gathering, Responsive Web Design, Usability Testing, User Experience Design, Visual Design

Technology: Adobe CS, Axure Pro, HTML/CSS, InvisionApp, JavaScript, MS Office + Visio, Omnigraffle

Frameworks: Agile, BPMN, ITIL, Lean, SDLC

INVOLVEMENT

Facilitator, SXSW 2017 Session Mar 2017

Web Designer, North Shoal Creek Neighborhood Association May 2015 – Present

Member, Interaction Design Association (IxDA) Aug 2014 – Present