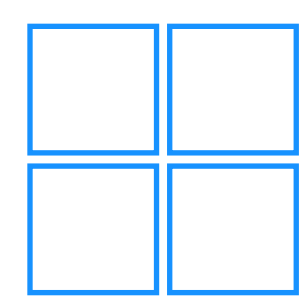


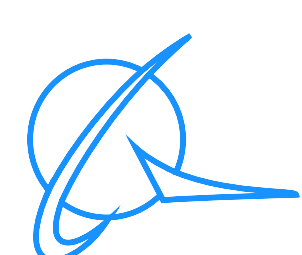
## Work



### Microsoft

Program Manager, OneDrive – August 2014 to April 2015

Codesigned new support experience for cloud storage service with 50 million MAUs. Configured and maintained Parature CRM to increase responsiveness to user issues. Led triage for UserVoice feedback forum with 500 suggestions and 900 MAUs.



### Boeing

IT Intern – June 2013 to September 2013

Managed 5 person project team developing utility application for GoldCare suite of aircraft maintenance and management utilities.



### University of Washington Information Technology

Email Analyst Student Lead – May 2013 to June 2014

Directed customer inquiries to appropriate support staff in a timely manner. Provided technical support for over 60,000 students, faculty, and staff. Trained and mentored incoming staff members.

## Education



### University of Washington

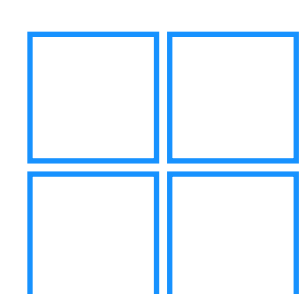
Bachelor of Science, Informatics (cum laude) – June 2012 to June 2014

Informatics is a multidisciplinary program that explores how people use information.

General courses: Design Thinking, Content Strategy, Project Management, Information Ethics, Information Systems Analysis

Technical courses: Web Programming, Honors Computer Programming 1 and 2, Data Structures, Database Management

## Projects



### One Microsoft.com (caseypenk.com/design/one-microsoft-dot-com)

Reenvisioned suite of Microsoft websites as a personal project. Introduced shared navigation, URL structure, branding, and design language. Commended by Microsoft CEO Satya Nadella as reflection of company Web goals.