



ERICA QUEEN

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♥ Loving life in Seattle, WA

I'm a multifaceted UX designer who embeds people's stories and experiences at the heart of my work.

www.ericaqueen.com

Education

Master of Human-Computer Interaction + Design, 2017.

University of Washington | Seattle, WA

- **Navigating Fake News on Social Media**, 2017 Capstone Project.
So far, we've executed our research plan, conducted primary research with 10 participants, and generated design insights. Next phase: ideation!
- **Redesigning the Laundromat Experience**, 2017 Experience Design Project.
Service design, experience prototype, customer journey map, personas

B.A. English, Communications & Journalism track, 2011.

Armstrong State University | Savannah, GA

Experience

Freelance Drupal Developer & Designer.

Various clients. | Jacksonville, FL | Mar 2016 – Oct 2016

- Created custom web designs and implemented using Drupal 7 and 8.

Senior Drupal Developer.

Global Digital Community, Inc. | Jacksonville, FL | Apr 2015 – Mar 2016

- Contributed to site building, front-end development, and UI improvements.
- Successfully launched an enterprise-level client's rescue project and interfaced with the client web team to ensure superior customer service.

Drupal Web Developer II.

Visionary Integration Professionals, Inc. | Brunswick, GA | Mar 2013 – Mar 2015

- Designed and helped build two federal websites.
- Researched competitors, conducted user surveys, and reconfigured the information architecture, focusing on user experience.

Marketing Communications Specialist.

Great Dane Trailers. | Savannah, GA | July 2012 – Dec 2012

Marketing Intern and Assistant.

Armstrong State University. | Savannah, GA | April 2011 – July 2012

Skills

Research

Qualitative methods
Flexible research plans
Interviewing
Loves fieldwork
Loves to travel

Design

Sketch
Illustrator
InDesign
Photoshop

Prototyping

Web & Mobile Wireframing
InVision
Principle
Adobe Premiere
Keynote/Powerpoint
Paper/Cardboard/Modeling

Code

HTML & CSS
Javascript/jQuery
p5.js
Drupal