

ERICA QUEEN

— UX & PRODUCT DESIGNER —

I create considerate experiences using design, code, and storytelling.

EDUCATION

Master of Human-Computer Interaction + Design
University of Washington | Seattle, WA | 2017

B.A. English, Communications & Journalism
Armstrong State University | Savannah, GA | 2011

FEATURED PROJECTS

QÜBE, 2017 Graduate Capstone.

A unique product and interaction paradigm to help citizens develop long-term analytical news habits so they can become less susceptible to fake news.

SwiftSpin, 2017 Information & Service Design.

Improving efficiency and convenience of the laundromat experience to help customers who regularly use laundromats out of necessity.

EXPERIENCE

Web Designer & Developer

Freelance | Jacksonville, FL | Mar 2016 – Oct 2016
Designed and implemented customer websites and web apps using Drupal 7 and 8.

Senior Drupal Developer.

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

Managed remote developers and conducted code/design reviews.
Led 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

Led the design & development of two federal websites on time and budget.
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 Assistant.

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

NOTABLE CLIENTS

Federal Law Enforcement Training Centers

A Department of Homeland Security agency

Parkinson's UK

UK non-profit organization

Federal Law Enforcement Training Accreditation

A Department of Homeland Security agency

The Hong Kong Polytechnic University

Worked with the International Affairs Office

ACTIVITIES

XX+UX Mentorship Program - Mentee

Fall 2017

MHCI+D Cohort 4 Representative

Communicated needs and concerns of the cohort to program administration. 2016-2017

SKILLS

Interaction flows
System diagrams
Wireframes
High-fidelity UI

Storyboards
Ideation
Info architecture
Rapid prototyping

Redlines
Design specs
User research
Research plans

Interviewing
Insights & principles
Personas
Customer journey map

TOOLS

Sketch
Illustrator
InDesign
Photoshop

Principle
Invision
After Effects
Framer.js

HTML & CSS
Javascript & jQuery
Git
Drupal

LET'S CONNECT

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