

# 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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♥ Loving life in Seattle, WA