

COURTNEY POZZI

User Research + User Experience

PORTFOLIO

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CONTACT

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WORK

Emerald Cloud Laboratory, San Francisco, CA

User Experience Designer | *May 2016 - August 2016*

I designed the wireframes and overall user experience for the software used to execute, monitor, and troubleshoot every experiment run in the laboratory. I interviewed biologists in and out of the company, and worked daily with the scientific development, engineering, and laboratory operations teams. I presented my work at company-wide meetings, as well as weekly meetings with the CEO and Creative Director.

Mellon Institute of Industrial Research, Pittsburgh, PA

Outreach Coordinator, iGEM team | *May 2014 - November 2014*

I ran all community programs for the Carnegie Mellon iGEM team in preparation for an international genetics competition. My responsibilities included: planning and running teaching sessions to over 300 students, designing novel educational activities, presenting at workshops, and organizing a day-long conference for four other teams from the region.

EXPERIENCE

Hazelwood Community Exhibition, Pittsburgh, PA

Co-lead of Exhibit Content | *January 2017 - May 2017*

I oversaw the written materials for the exhibition on systemic loss in Hazelwood, PA. I worked with our 32-person design team to ensure consistency among the generated content and took responsibility of writing all main text, including the show's statement piece. Additionally, I helped prepare interview sessions with community members, design the exhibit's historical section, and mediate among teams experiencing conflicts.

American Eagle Outfitters, Pittsburgh, PA

User Experience Researcher | *January 2016 - May 2016*

I worked in a team of two to redesign the shopping experience in order to accommodate for new technologies and respond to the pain-points discovered in our research. I employed user-research methods such as interviewing, observational studies, and scenario walkthroughs in order to gain the customer insights that informed our final presentation.

RECOGNITION & ACTIVITIES

First Biomedical Engineering Minor in the School of Design | *Spring 2017*

VentureWell Competition | Phase I, S.A.F.E Device | *Spring 2017*

University Research Grant | Kopo Wai Team | *February 2016*

iGEM Competition | Gold Medal + Best Research Poster | *Fall 2015*

Design Merit Award | School of Design | *2014*

University Research Grant | iGEM Team | *May 2014*

Industrial Designers Society of America | Member | *January 2016 - Present*

Delta Gamma Fraternity | Member | *Fall 2014 - Present*

EDUCATION

Carnegie Mellon University

Major | BFA, Industrial Design
Minor | Biomedical Engineering
3.25/4.00 with College Honors
Graduated May 2017

Central Saint Martins

Study Abroad | London, UK
Product Design
Fall 2015

New York University

Summer Intensive | NYC
Physical Computing
4.00/4.00
Summer 2015

SKILLS

Software

Adobe Suite
Sketch
Fusion 360
SketchUp
KeyShot
Processing
InVision

Methods

UX/Wireframing
User Research
2D + 3D Prototyping
Physical Computing

INTERESTS

User Research
Physical + Digital Experiences
Exhibit Design
Complex Systems
Interdisciplinary Teams