

# COURTNEY POZZI

User Experience + User Research

## PORTFOLIO

courtneypozzi.com

## CONTACT

hello@courtneypozzi.com

516.661.1690

## 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 directly with software engineering teams in order to execute prototypes I built in Sketch and InVision. I presented my work at both company-wide meetings and weekly meetings with the CEO and Creative Director.

### **American Eagle Outfitters**, Pittsburgh, PA

User Experience Researcher | *January 2016 - May 2016*

I redesigned the shopping experience to accommodate for new technologies and respond to customer and employee pain-points discovered in my research. I used methods such as interviewing across various retail environments, data tracking, and user testing. I presented my final proposal at the American Eagle Outfitters national headquarters.

## LEADERSHIP 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 across 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 and design the exhibit's historical section.

### **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.

## 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  
InVision  
Fusion 360  
SketchUp  
KeyShot  
Processing

### **Methods**

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

## INTERESTS

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