

# Alexis King

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I'm a product designer committed to empathizing with users and building inclusive products that truly work for every user. Experienced designer with a background in project management, I have 7+ years of combined professional experience applying critical thinking to create simple yet robust solutions for ambiguous problems. Proactive, dependable and inherently curious with a knack for designing internal processes that help teams collaborate more effectively and deliver high-quality products.

## Technical Skills

Product Design, Project Management, Sprint Planning, Product Road Mapping, OOUX, Interaction Design, Visual Design, User Research and Synthesis, Persona Creation, Wireframing, Interactive Prototyping, Usability Testing, Journey Mapping, Information Architecture, Storytelling, Accessibility Standards, Agile UX.

## Software

Figma, Proto.io, Sketch, Adobe Creative Suite, Dovetail, FullStory, Productboard, GitHub, Jira, Mural, Trello, Notion

## Education

**Certified OOUX Strategist**, *OOUX Certification Program, Online, May 2021*

A rigorous, 10-week course covering the fundamentals of OOUX, a philosophy for designing digital systems that respects the fact that people think in terms of objects. OOUX is a set of principles that helps designers break down complexity, understand business requirements, synthesize research, and facilitate collaboration with stakeholders and developers.

**User Experience Design Immersive**, *General Assembly, Seattle, WA., March 2020*

A full-time User Experience Design program with 400+ hours of professional training. I gained hands-on experience practicing user-centered design methods and partaking in all phases of the design process completing user research, wireframing, prototyping, visual design, and usability testing.

**Bachelor of Applied Science, Engineering**, *University of Waterloo, Waterloo, ON., 2014*

A five-year engineering degree where I completed six internships (see below), a capstone design project, and studied abroad at the National University of Singapore for a semester.

- **Construction Project Manager**, *St. Michael's Hospital, Toronto, ON. (8 months)*
- **Building Asset Management Intern**, *Wade Engineering, Edmonton, AB. (12 months)*
- **Engineering Intern**, *RDH Building Science, Vancouver, BC. (4 months)*

## Relevant Work Experience

**Product Designer**, *Osmos Data, Seattle, WA. August 2020 – Present*

- Sole product designer for the Osmos External Data Platform, a B2B web app that streamlines how companies deal with external data and systems.
- Worked closely with cofounders to understand and help define product vision and strategy, and oversaw the entire design process from strategy to execution.
- Collaborated with Head of Engineering to define, prioritize and execute detailed sprint plans.
- Managed the Osmos rebranding project, ensuring the external branding agency successfully delivered our new brand and website in time for our Series A announcement and product launch.

- Prepared various design artifacts such as sketches, journey maps, wireframes, mockups and/or prototypes to clearly communicate the design intent to developers and other stakeholders.
- Led user, customer, and competitive research to identify new product features and opportunities to improve the existing product.
- Coordinated and managed user testing sessions, and translated findings into actionable design recommendations to improve the usability of new designs and existing product features.
- Assessed new feature work and carefully subdivided interactions and experiences so our developers could ship value incrementally.

**Freelance Product Designer, Seattle, WA. January 2020 – August 2020**

*Related project: UX Researcher & Designer, Connected-Citizen, Mobile Web App Redesign*

- Coordinated and managed user testing sessions, improving the design based on user feedback and achieved a 58% increase in usability.
- Conducted nation-wide user research, obtaining 100+ survey responses and interviewing 11 target users, and translated this data through affinity mapping into a primary user persona and overall design strategy.
- Designed a low and high-fidelity clickable prototype including user interface design and visual design for multiple user flows.
- Pitched our redesign to the client using data visualization and storytelling to clearly communicate our research findings, design iterations and received final approval from the client.

*Related project: Project Manager & Visual Designer, McMenamins, Native App Redesign*

- Managed the project from start to finish where the team improved the usability of the design by 50%.
- Created a user journey map depicting the customer's entire experience, gaining key insights on how to optimize the customer experience through the redesign.
- Led a design studio workshop to rapidly ideate and explore multiple design solutions, allowing us to solve a difficult design problem without impacting the project schedule.
- Created a cohesive, consistent, and accessible style guide that aligns with McMenamins' brand to improve the usability of the user interface.
- Completed a hi-fidelity mockup applying the color palette, typography, and iconography rules from the style guide, successfully improving the visual design.

**Project Manager, Alberta Health Services, Edmonton AB. October 2018 – April 2019**

- Managed the information technology (IT) component of five or more construction projects simultaneously, with IT budgets ranging up to \$1M.
- Coordinated the procurement and installation of IT infrastructure within occupied hospitals, ensuring each project was completed according to schedule and met the clinic and project requirements.
- Acted as a liaison between project stakeholders and IT team members to ensure all individuals were informed of the project status.

**Building Science Engineer, RDH Building Science, Seattle, WA. June 2014 – June 2018**

- Managed the consulting component of five or more building restoration projects simultaneously, with consulting budgets ranging up to \$250,000.
- Produced 20+ sets of drawings and design specifications for clients using industry standards that address issues related to their buildings, instructing contractors how to successfully repair and construct buildings.
- Provided quality assurance through 500+ reviews of construction work, ensuring the results aligned with the design requirements and met client expectations.
- Chaired 300+ meetings, keeping clients and other project stakeholders informed on all design decisions and major changes throughout projects, so all stakeholders had ultimate visibility into project status.