

Amy Higgins

UX/UI Designer



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I've been actively working in UX design since my first internship in 2013. I am passionate about creating useful interactive experiences and I embrace the full design process from research to visual design to prototyping and testing.

Work Experience

PenFed Credit Union - [User Experience Designer \(Consultant\)](#) Oct 2017 - Present

I joined the UX team at PenFed as the only UX designer working on a redesign of the company's internal member service management portal using the Salesforce Lightning library. Along with wireframing and UI design, I have added a user research layer to the project and will be conducting user interviews and usability testing to further validate our designs and development.

MetroStar Systems - [User Experience Architect](#) May 2016 - Oct 2017

As the lead UX architect for the redesign of a government ordering system. I determined stakeholder and user needs through research, user surveys and interviews, and competitive analysis. I created sitemaps, user flows, and detailed wireframes (using Sketch) to communicate our proposed new desktop and mobile experience. I built functional prototypes (InVision) and performed usability testing. I also gave regular presentations to stakeholders, communicated daily with developers and project managers, and delivered quality work products under tight deadlines.

Gannett/USA Today Network - [UX Design Intern](#) Jun 2015 - May 2016

As a full-time intern, I collaborated and innovated with designers and developers to create first-class user experiences for apps and websites. While there I: published an interactive infographic to help USA Today readers choose a music streaming service; helped design two mobile applications, including a companion Apple Watch app; annotated the redesign of the USA Today iPhone app; created an intranet site using SharePoint; and won an innovation award as part of a cross-functional design team.

Apple - [Retail Specialist](#) Sep 2013 - Jun 2015

I connected customers with Apple products through one-to-one customer service. Sold Apple devices, computers, and accessories; did personal set up at point of sale; ran training classes for customers; maintained visual displays; and achieved certification as a mobile technician. I balanced this part-time job with my full-time college studies.

K12 - [User Experience Design Intern](#) Summer 2014

I learned many new skills including how to create user flows and personas while interning with the UX team. Wrote accessibility requirements, built Axure wireframes, organized an iconography library, created visuals for the web development team, and learned to work in an agile environment.

Biometrica - [Usability Design & Testing Intern](#) Summer 2013

This engineering firm specialized in human identity management. I analyzed their proprietary casino security application for UI improvements and created high-fidelity wireframes for a redesign of the app.

Education

[George Mason University](#)

Major: B.S. in Psychology - concentration in Human Factors

Minor: Web Design

Graduated May 2016, Magna Cum Laude; GPA: 3.88

Activities & Honor Societies: Webmaster for Phi Sigma Pi National Honor Fraternity; Human Factors Research Lab; National Society of Collegiate Scholars; College of Humanities & Social Sciences Dean's List

Skills

UX Design
Wireframing
User Research
Usability Testing
Prototyping
Personas
Sitemaps
User Flows
Interaction Design
Visual Design
Responsive Web Design
Motion Graphics

Software

Adobe CC
Sketch
Mac OS & iOS
SharePoint
Salesforce
Marvel App
Proto.io
Axure
Flinto
Principle
Invision
HTML/CSS/JS
Bootstrap
Microsoft Suite
Confluence & Jira