

Glenn Ference

UX Designer / Researcher

Profile

I'm a full-stack product designer and creative generalist, creating end-to-end experiences that solve real problems.

Details

724-448-5912

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Links

[Portfolio](#)

Employment History

UX Pencil at Robots & Pencils, Cleveland, OH

August 2018 – Present

- Tasked with defining the experience and interactions with low and high fidelity clickable prototypes with a variety of clients
- Optimized and tested new flows with clickable prototypes
- Created and analyzed user research studies

Lead UX Designer & Researcher at Wastebits, Akron

April 2017 – August 2018

- Established Lean UX Design and Research Practice
- Oversees entire digital product design process from ideation, strategy, research, and final implementation
- Works directly with VP of Product to define digital product roadmap
- Creates and analyzes remote and in-house usability studies

UX Instructor / Mentor at Springboard, Remote

December 2016 – Present

- Teaches design through hands-on projects and 1:1 mentoring
- Weekly, 30-hour video check-ins with multiple students to help them set and achieve learning goals, answer subject matter questions, provide feedback on projects, and career advice

UX Designer / Analyst at American Greetings, Westlake

March 2015 – April 2017

- Tasked with product creation and support for digital products including, defining the experience and interactions with low and high fidelity clickable prototypes
- Responsible for identifying new areas of opportunities within key user flows
- Optimized and tested new flows with clickable prototypes
- Created and analyzed remote and in-house usability studies

Education

Master of Science (distinction) in Human-Computer Interaction, DePaul University, Chicago

January 2014 – May 2016

Bachelor of Arts in Psychology, The Pennsylvania State University, State College

August 2009 – May 2013