

Rachel Smith

I'm a UX Researcher and Designer with 5 years experience thrilled to contribute and grow my skills with you and your team!

Minneapolis, MN

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EXPERIENCE

Optum, Eden Prairie, MN – UX Researcher (Contract)

AUGUST 2019 - FEBRUARY 2020

I was in charge of assessing various UX/UI elements of Optum Developer, recruiting users for testing, gathering feedback and compiling data from testing sessions and presenting data and next steps to my superiors.

Wells Fargo, Minneapolis, MN – UX Designer (Contract)

APRIL - MAY 2019

I collaborated with two business analyst teams in designing and wireframing a Wealth Management portal to be used by Wells Fargo clients nationwide.

Americorps, St. Paul, MN – User Researcher/Advocate

SEPTEMBER 2017 - AUGUST 2018

I directed a group of colleagues in gathering User Feedback from various Twin Cities nonprofits which helped improve the look and feel of skills-building modules taken by tens of thousands of users annually.

Best Buy, Richfield, MN – UX Research Assistant (Contract)

APRIL 2017

I assisted in gathering data and carrying out tasks during a User Research project affecting Best Buy employees and customers nationwide.

EDUCATION

Minneapolis Community and Technical College Minneapolis, MN – A.A.S. in Web/UX Design

JUNE 2014 - MAY 2016

University of MN - Duluth, MN – B.A. in Anthropology

AUGUST 2009 - MAY 2012

SKILLS

User Research (Qualitative, Quantitative) and Testing (In person, remote)

Design Sprints, Ideation
Collaboration, Agile and Scrum Methodologies

Creating Sitemaps, User Stories and Mapping with Adobe CS/XD, Sketch, Axure and Invision

HTML, CSS, Javascript/Jquery, Wordpress

Projects

Uniting Distant Stars - Web Designer Developer

Since 2016, I've been helping Uniting Distant Stars in updating their website using Wordpress, further spreading their mission and vision for youth education

UX Zen Design - UX/Web Designer

From 2014 to 2016, I've used my UX Design skills to help various companies boost their online presence and visitor experience