

Rachel Pollock

UX / UI Designer & Researcher

CONTACT

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CERTIFICATION

Enterprise Design Thinking Practitioner
issued by IBM in 2018

TOOLKIT

Research & Design Techniques

research strategy / contextual inquiry / user interviews / co-design research activities / persona / scenario / journey mapping / affinity mapping / task analysis / info architecture / wireframing & UI design / rapid prototyping / interaction design / heuristic review / usability testing / design workshop planning & facilitation

Software

Sketch / Figma / InVision / Illustrator / InDesign / Photoshop / XD / Dovetail / Principle / Miro / Microsoft Office Suite / Keynote

*I'm constantly expanding my toolkit.
These are just a few of my favorites and I'm always happy to learn new skills / methods / techniques!

EXPERIENCE

nCino

Associate Product Designer

At nCino, I collaborate with product teams to research, cultivate, and deliver digital experiences for the world's leading cloud-based bank operating system, driving industry change and increasing efficiency, profitability, and compliance across all financial business lines.

Module

Contract UX / UI Designer • January - August 2020
UX / UI Design Intern • May - August 2018

At Module, I championed customer research and design thinking, collaborating with the Chief Product Officer to research, plan, prototype, design, and test an end-to-end digital home-building experience.

BCG Platinion MAYA Studio

UX / UI Design Intern • June - August 2019

I collaborated with a design research team to develop and execute a customer journey research protocol consisting of interviews and co-design activities. I advanced my understanding of human-centered design methods and workshop facilitation techniques. I supported an internal 2-day human-centered design workshop for BCG executives by prepping the workshop's agenda and materials and aided in the workshop's facilitation. I also augmented client-facing presentation decks with maps, UI wireframes, and other information visualizations.

EDUCATION

North Carolina State University

B.G.D. Graphic Design • 2016 – 2020 (3.96 GPA)