

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

Module

Contract UX / UI Designer • January 2020 - current

I've returned to Module to continue designing the dashboard & digital experience UI I began during my internship in 2018. Currently, I collaborate with Module's Chief Product Officer to plan and design prototypes to test with customers and share with investors.

UX / UI Design Intern • May - August 2018

I championed customer research and design thinking. I designed, prototyped, and tested a desktop dashboard & digital home-building experience UI flow. I advocated for and facilitated a Brand Sprint with Module's core team to align them around their values, attitude, and language. Collaborating with my fellow interns, I designed a prospective microsite for one of Module's partners. I also assessed and refined Module's website content strategy based on customer research.

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.S. Graphic Design • 2016 – 2020 (3.96 GPA)

At NC State, I collaborated with various multidisciplinary teams to design solutions for SAS, IBM, Marbles Kids Museum, NC Museum of Natural Sciences, and the National Civil Rights Museum. I also studied graphic design abroad at NC State's European Center in Prague, Czech Republic (Spring 2019).