

Robyn Hines

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EDUCATION

User Experience Certification – Designlab

August 2022

Earned a UX certificate by completing over 500 hours of intensive coursework, group critiques, design sprints, and 3 comprehensive case studies. Gained skills in Figma, User Research and Strategy, Information Architecture, Interaction Design, User Interface Design, Iteration, and Implementation.

Bachelor of Science in Industrial Design – Art Institute of Portland

Portland, OR

June 2012

EXPERIENCE

Senior Information Systems Helpdesk Technician – McMenamins

Portland, OR

June 2012 – June 2021

- Managed ordering, inventory, and servicing of all software, hardware, and point-of-sale for the company's 60 hospitality locations including hotels, restaurants, music venues, theaters, wineries, breweries, distilleries, bottleshops, spas, pools, and offices
- Managed and developed a team of 4 with a 100% retention rate over 6 years
- Led the facilitation, strategy, and installation of software and hardware assets during company expansion of 20%
- Reduced year-over-year costs by streamlining timelines for software and hardware updates
- Designed onboarding process and documentation, department protocols, asset management strategy, employee schedules, and facilitated coverage

Co-Owner and Designer – Thirty Circles

Portland, OR

April 2014 – December 2019

Design collaborative specializing in immersive laser cut art installations, storytelling through branding, and human-centered design.

- Co-created and successfully completed a \$20,000 Kickstarter
- Led the day-to-day operations of a small creative business
- Planned and executed workflows, timelines, strategy, requirements documentation, research, fabrication, and installation of end-to-end projects as the Project Manager and Art Director

Visual Designer – Freelance

Portland, OR

April 2012 – December 2018

- Created digital and printed assets for marketing and promotional materials based on user and secondary research
- Helped develop brand identity as a design consultant for 3 emerging businesses