

EMILY QUINN

UX RESEARCHER
& DESIGNER

RESEARCH SKILLS

Functional decomposition
User Interviews
Context scenarios
Scenarios
Service Blueprints
Knowledge mapping
Information Architecture
Personas
Journey maps/Process flows
Low-fidelity wireframes

DESIGN SKILLS

Wireframes
Rapid prototyping
Interaction design
Usability studies
Design systems

EDUCATION

Kent State University
MA User Experience Design

Rhode Island School of Design
MA Art + Design Education

The Ohio State University
BFA Fine Art

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EXPERIENCE

Mile Two 2022 - present

UX Researcher / Design Manager

- Directed a team of designers and engineers to identify and improve an existing tool created to assist intelligence analysts with information retrieval using human language technology. Conducted competitive analysis, created personas and context scenarios, researched information hierarchy, and designed a proof of concept using large language models and machine learning.
- Led a design team in exploring and understanding problems related to cyber attack methodologies by creating and iterating on personas, work domain models, research questions, and wireframes. Planned, facilitated, and synthesized exploratory research with cyber SMEs.
- Provided design vision and insights for a in house software solution built to measure joint performance and simulate real-world constraints and complexities. Helped customers design studies to measure participant performance by collecting qualitative data. Assisted engineers in the development of the participant workflow and data collection.

KeyBank

2019 - 22

UX Designer

- Lead the design efforts and informed the roadmap for the product area focused on self-help, which included defining a problem and developing a hypothesis to iterate on design solutions.
- Collaborated with product owners, engineers, and conversation designers to build out the information architecture, user journeys, and user experience of Key Bank's virtual assistant, Mykey. Helped build user journeys and conversation flows using BotMock. Researched, documented, and built information architecture based on quantitative and qualitative data from SME interviews and web analytics tools.
- Lead designer for redesigning KeyBank's consumer savings tool. Conducted user interviews, created personas, and designed user flows, and high-fidelity mocks for development.

Previous Roles

Brand Manager

Baldwin Wallace University, 2016 - 2019

Designer

Minneapolis Public Schools, 2011 - 2015

Adjunct Instructor

Rhode Island School of Design, 2010