

HELEN RAGEN

User Experience Designer | San Francisco, CA

WORK EXPERIENCE

UX DESIGNER

Williams-Sonoma Inc. | San Francisco, CA | June 2020 - Current

Collaborated with Product Management, Development & Brand Stakeholders to identify A/B testing opportunities through iterative design thinking. Provided user research, user flows, wireframes, prototypes, annotations & UI to various teams. Worked closely with Development during the QA process to deliver a seamless experience.

JUNIOR UX DESIGNER (CONTRACTOR)

Williams-Sonoma Inc. | San Francisco, CA | December 2017 - March 2020

Partnered with Project Management & Engineers to implement a Cross-Brand Gift Registry experience for the first time to customers. Worked within 4 brand guidelines & created a Cross-Brand UI to support the new experience. Utilized user studies & survey data to inform user interface decisions.

UX DESIGNER & CREATIVE STRATEGIST

1Up Events | E-commerce Website Redesign | September 2017

Designed high-fidelity annotated wireframes with interaction design based on user research in order to create low-fidelity wireframes for ideation & rapid iteration.

ASSISTANT TO THE DIRECTOR & FINE ART APPRAISER

Hang Art | San Francisco, CA | August 2015 - July 2017

Developed a wide variety of skills, including client management, sales & consultation, database & website upkeep, artwork photography, consignment & invoice auditing as well as founding and running Appraisals by Helen Ragen.

SALES ASSOCIATE

Marine Layer | San Francisco, CA | February 2016 - August 2016

Maintained flagship store while developing skills in product display, inventory management & customer service.

EDUCATION

USER EXPERIENCE DESIGN IMMERSIVE

General Assembly | San Francisco, CA | July 2017 - October 2017






B.A. IN ART HISTORY & MINOR IN ECONOMICS

Scripps College | Claremont, CA | August 2011 - May 2015

CERTIFICATE IN APPRAISAL STUDIES IN FINE & DECROTIVE ART

New York University | New York, NY | June 2014 - August 2014

CONTACT

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STRENGTHS

- Information Architecture
- Collaborative Ideation
- Design Iteration
- Prototyping
- Annotated Wireframes

DESIGN SKILLS

- Competitive Analysis
- User Interviews
- User Surveys
- Persona Development
- Storyboarding
- User Journeys
- Empathy Maps
- Site Maps
- User Flows
- Feature Prioritization
- Sketching & Wireframing
- Rapid Prototyping
- Usability Testing
- Design Ideation & Iteration
- Specification Document
- User Interface Design
- Mock Ups

DESIGN TOOLS

- Sketch
- Adobe Photoshop
- InVision
- Omnigraffle
- Powerpoint
- Keynote
- Google Analytics
- User Zoom
- Basic HTML & CSS