

Schonne Eldridge

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Portfolio: schonne.com

Senior UX / UI Designer

SKILLS

- Over 17 years of user-centered design experience comprised of web site design, software application design, leadership, and consulting in both the private and public sectors
- Senior UX Strategist with experience conducting user research, facilitating ideation sessions and strategy workshops, and employing analysis + synthesis research methodologies
- Expert knowledge of the user interface design process and deliverables throughout the development lifecycle including requirements refinement, task flows, storyboards, wireframes, mock-ups, prototypes, and detailed design documentation
- Designed for both web and thick-client environments on multiple platforms
- Observer and facilitator experience in formal, lab-based usability testing
- Strong people skills with the ability to assume leadership roles in team environments, including mentoring, hiring and training junior design staff

User Experience (UX)

- Personas / Journey Maps
- Ethnographic Research
- Storyboards / Process Maps
- Task Flows / Process Maps
- Quantitative / Qualitative Research
- UX Evaluative Research
- Structured Ideation / Workshops
- Concept Communication
- Interview/ focus group moderation with project stakeholders and engaged users
- Contextual inquiries / cognitive walk-throughs
- Analysis + Synthesis

User Interface (UI)

- Photoshop / Sketch / Invision / Studio
- Wireframing (UXPin)
- Visual Design
- Metrics & Analytics
- Usability Testing
- Card sorts (paper or virtual)
- Tree testing and first click analyses
- Accessibility compliance reviews
- User research with visually impaired users
- Senior Front End Developer
 - HTML/CSS3(Sass)/JS

PROFESSIONAL EXPERIENCE

Lead UX Strategist- Product Designer

York RSG, April 2017 – present

- Performed analysis of client business models and worked to deliver a cohesive User-centric approach through design of existing and proposed touch points.
- Facilitated Discovery Sprints with clients that included structured ideation sessions around personas, value stories, journey-maps, etc.
- Conducted both qualitative and quantitative research including ethnographic studies, competitive analysis, focus groups and direct interviews.
- Led user experience strategy, user research, information architecture, interaction design and usability testing for desktop and mobile (web & native) B2B and B2C products and services.
- Led strategy workshops and exercises with stakeholder teams to help define product direction and create implementation roadmaps based on a user-centric foundation.
- Directed the design efforts and execution of the next generation, web-based, management application for both clients and internal-facing users.
- Created developer documentation, style guides and brand guidelines.
- Conducted extensive user testing and usability testing. Everything I produced was validated by real users.
- Developed and presented new design via wireframes, prototypes and screenshots
- Established a strong design culture by collaborating with members of multidisciplinary teams and advocating for users and user-centered design practices

Experience Designer

Pillar Technology, February 2016 – March 2017

- Created prototypes, interactive mockups, design guidelines/specifications, user personas, journey maps, story maps and user stories.
- Employed current digital trends and best practices—including IoT, embedded and emerging tech.
- Created impactful and easy-to-use interfaces and flows.
- Presented design concepts and direction with end-users, customers, product managers and developers.
- Translated broad ideas, business and functional requirements, and wireframe concepts into design flows and elegant user interfaces.
- Rapidly sketched out concepts to communicate ideas and elicit feedback, followed by higher-fidelity revisions for use in testing and production.
- Advocated on behalf of the end user throughout research, design and development, worked alongside developers, product managers, delivery leaders, analysts and other stakeholders who may be new to a user-centered product development approach.
- Explained ideas, designs and UX best practices in order to successfully influence, motivate and inspire stakeholders.
- Facilitated in creative, design thinking workshops.
- Iteratively adapted to changes in business, product, organization and individual needs.

UX Developer

Franklin University (contracted by Portfolio Creative), October 2014 – January 2016

- Assisted in implementing several features for their commercial LMS (BlueQuill).
- Introduced ground-up re-architecture of the entire codebase into modularized web-components built with Node.js and Web API.
- Developed and presented new design via wireframes, prototypes and screenshots
- Developed workflow methodology that accelerated project delivery time
- Conceptualized and produced all user interfaces for web app projects using HTML, CSS, and JavaScript
- Planned and designed interfaces with attention given to the multi-lingual needs of project
- Created developer documentation, style guides and brand guidelines.
- Led the initiative for the total redesign of BlueQuill.
- Established user interface design standards, internationalization considerations, framework guide and checklists to enhance Development's autonomy

STAKEHOLDERS

