





TRICIA SMITH

UX DESIGNER / FRONT-END WEB DEVELOPER

CONTACT

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SKILLS

USER EXPERIENCE

- Working knowledge of Axure, Sketch, Figma, InVision, and Adobe XD
- Experience in conducting and synthesizing user research
- Deep understanding of information architecture

WEB DESIGN & DEVELOPMENT

- Highly skilled in front end development, using HTML5, CSS3, and JavaScript
- Proficient in Adobe Suite products
- Working knowledge of CGI/Perl, PHP, MySQL, XML, SVN, and git
- Experience with a variety of CMS frameworks

OTHER SKILLS

- Project Management experience
- Adept at online forum management

PROFILE

I am a UX Designer with over 20 years of front-end development experience and a passion for helping others to better understand how the things around them work. My background in development has shaped my detail-oriented approach to solving problems involving tight deadlines, teamwork, and strict adherence to guidelines.

EXPERIENCE

USER EXPERIENCE DESIGNER

City of Boston | January 2020 – February 2020

- Conducted user interviews, heuristic evaluations, and competitor analyses
- Resolved user experience pain-points through usability testing
- Synthesized research findings into meaningful recommendations and actionable results

MANAGER OF WEB AND ONLINE INITIATIVES

PRIM&R | November 2016 – July 2019

- Developed content management strategy and managed content schedule
- Introduced formal ticketing system for submitting website editing requests
- Defined and documented coding and visual standards
- Coordinated with third-party developers for back-end functionality, QA, and data integrity
- Managed feature improvements, editing, and maintenance of website using Ektron CMS and utilized analytics reporting to drive content and improve SEO
- Directed website audit and redesign and spearheaded information architecture restructuring while moving company onto Kentico CMS framework

CONTENT MIGRATION SPECIALIST

Harvard Business School | June 2015 – September 2016

- Migrated content from over 100 alumni club websites using iModules CMS
- Documented and tracked all QA issues within an internal tracking system
- Created, edited, and maintained site images and multimedia

TRICIA SMITH

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EDUCATION

GENERAL ASSEMBLY

Certificate

User Experience Design Immersive

November 2019 – February 2020

MOUNT WACHUSETT COMMUNITY

COLLEGE

Certificate

Computer Graphic Design

September 2003 - June 2004

EXPERIENCE CONTINUED

WEB CONTENT MIGRATION SPECIALIST

Perkin Elmer | August 2014 – January 2015

- Edited content, HTML, and CSS, and created new pages with Tridion CMS
- Copy-edited and rewrote technical product descriptions as necessary

USER EXPERIENCE ENGINEERING - TEACHING ASSISTANT

Harvard Extension School | September 2014 – December 2014

- Assisted with student grading and coordination of homework requirements
- Answered questions via email and forums

CONTENT SPECIALIST

Blue Cross Blue Shield of Massachusetts | September 2013 – May 2014

- Edited content and created new pages in Teamsite CMS and IBM WCM
- Updated JavaScript payment calculator, and edited other scripting as needed

WEB DEVELOPER

Constant Contact | July 2008 – July 2013

- Created and edited pages and A/B tests
- Architected new CSS structure during a complete site redesign
- Closely coordinated with UX and Design teams on website look and feel
- Assisted in the development and documentation of coding standards
- Participated in both Scrum and Kanban agile development systems