P R O J E C T   H I G H T L I G H T

CONSULTING | ENTERPRISE | STARTUP
- Financial Tech
  - Online Ordering
  - POS
  - SAAS
  - Console
  - Reports
  - Lending
- Insurance
  - Mobile
  - Provider Portals
  - User Portals
  - Internal Applications
- Payroll
  - Approvals Project

I N D U S T R I E S

- Consulting
- E-Commerce
- Education
- Financial
- Government Regulation
- Health Care
- Health Club
- Human Resource
- Insurance
- Marketing
- Payroll
- Political
- Retail
- Real Estate
- Writing
  - Technical
  - Motivational
  - E-Learning

E X P E R I E N C E

CONSULTANT/Author – CARIN CAMEN CONSULTING LLC
FEB 2017 – PRESENT • REMOTE

I specialize in developing strategy to get from Point A to Point B utilizing my diverse IT experience throughout the **Discovery, Strategy, Design and Execution** phases of an IT project, professional or personal goal.

I am currently expanding my skills into instructional design by creating an e-learning course for my STEPS to Success program using Articulate 360 and Storyline 360.

VISUAL•UX/UI DESIGNER – INDEPENDENT CONTRACTOR
JAN 2011 – PRESENT • SEVERAL STATES AND REMOTE

As a consultant/independent contractor I have worked for multiple agencies, businesses, and directly with sole proprietors.
- IA – Information Architecture
- IxD – Interactive Design
- DV – Data Visualization
- VEMG – Visual Effects and Motion Graphics
- UX/UI – User Experience and User Interface Designer
- UX/UI Strategist

WEBSITE PROJECT MANAGER | EDITOR – FLCCC
OCT 2021 – JAN 2022 • REMOTE

As the Website Project Manager and editor, it was my responsibility to work with a team of outside contractors and internal team members to analyze the current website and direct the collaboration amongst stake holders for a complete website redesign. In this role I introduced and trained staff on the Agile process and IT tools to help increase automation and efficiency.

- Project Manager | Editor for three projects
  - Website Main
  - FLCCC Store
  - Website New
- Set up Atlassian Jira Kanban Board and Confluence for four projects
  - Website Main
  - FLCCC Store
  - Social Media
  - Data
- Set up Atlassian Jira Scrum board and Confluence for one project
  - Website New
- Collaborated with team member to set up FLCCC Store.
- Set up new apps for automation and efficiency, and trained staff.
  - DynoMapper
  - SmarterQueue
  - IFTTT
  - ProWriting Aid
  - Canva
- Conducted research and analysis on current website
  - Competitive
  - Content
  - Transition Strategy

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E X P E R I E N C E

WEBSITE PROJECT MANAGER | EDITOR – FLCCC Cont.

- Wrote Internal Knowledge Base Tutorials
  - Set up IFTTT Telegram Bot
  - SmarterQueue failed post
- 60+ articles written on the discovery findings, transition strategy, and design recommendations from Website Main to Website New.
- Set up development team
  - Hired new Content Manger
  - Brought in SME Clinical Support Specialist into DEV team
  - Trained new team members.
  - Worked with external development teams on FLCCC workflow process using Agile.
- Wrote and groomed stories for Website Main, Social Media, and Store.
- Wrote over 300 stories for Website New for the transition from Website Main.
- Wrote Project Charter Draft
- Created recommendations for Branding Standards, Style Guide, and Communication Points.
- 30+ Designs and Mockups created for WM and WN Projects.

DIRECTOR OF USER EXPERIENCE – ORDERSNAPP

July 2020 – PRESENT • WEBSTER NY AND REMOTE

Beginning as a UX Designer and then working into the role of a Director of User Experience for this startup company, it was my responsibility to set up their entire UX/UI Design systems and procedures for future company growth. Working directly with the CEO, CTO, Investors, DEV and BIZ teams, I conducted service and human interaction design research to provide me with the information needed to UX Architect and UX Design their entire system.

- Compete company rebranding. 94 Artboards which included:
  - Style guide, CSS,
  - Company and features logos (48)
  - Iconology (60).
- Creation of UX/DEV Component library
  - 75+ Artboards
  - 90+ Components
- Creation of one year of marketing campaign material
  - 56 Artboards
- Usability Research, Affinity and Journey Mapping
- UX Design for system upgrades
  - SnappONLINE – Online Ordering – 170 Artboards
    - Online Ordering, Checkout, and Dashboard
  - SnappOS – Point of Sale – Login Screen
  - SnappFINDER – Marketplace – 11 Artboards
  - Console/Admin System – Est. 100+ Artboards
- Usability Testing
  - Online Ordering
  - Online Ordering Checkout
  - Online Ordering Dashboard
  - Marketplace Finder

Carin Camen

carincamen.com
carincamenportfolio.com

EDUCATION

MS Human Computer Interaction
- DePaul University • 2015

BA Graphic Design
- Columbia College Chicago • 2014

SOFTWARE

- Adobe Creative Suite
  - Xd
  - Photoshop
  - Illustrator
  - InDesign
  - After Effects
  - Premier Pro
- Articulate 360
  - Storyline 360
- Axure
- Atlassian
  - Jira
  - Confluence
  - Bitbucket
  - Gliffy
- Sketch
- Zeplin
- Tableau
- Vellum
- Pro Writing Aid
- IFTTT
- Canva
- Microsoft Office Suite
- Omni Graffle Pro

EXPERIENCE

UX ARCHITECT DESIGNER – FLORIDA BLUE/GUIDEWELL CONNECT – SYNERGY TECHNOLOGIES

JAN 2019 – JUL 2019 • JACKSONVILLE, FLORIDA

As a User Experience Design Architect on multiple Florida Blue and Guidewell Connect projects, I worked in collaboration with the Business Analyst, Product Owner, developers, and managers on several internal and external applications for mobile and web to create intuitive and robust user experience. Implementation of Enterprise Corporate Design Standards, Material Design and Heuristic Design Practices were used throughout the Discovery, Strategy, Design and Execution phases of the UX Design using service and human interaction design methodologies.

Provider Connect Mobile Application Team • Contract Management Lifecycle Team • Provider Connect Team • VISTA Team

SENIOR PROFESSIONAL PRODUCT OWNER - PAYCHEX

OCTOBER 2017 – APRIL 2018 • WEBSTER, NY

As an independent decision maker, I directed the work related to the analysis, development and testing resources associated with three agile teams on mid to high-level complexity/impact to the company. Special attention and focus targeting service and human interaction design processes and methodologies, ensured end-to-end workflow compatibility.

- Coordinated work between two contract teams and one internal team. Teams consisted of one technical back end and two full stack teams.
- Project Charter
- Agile Release Plan, Timeline, Affinity and Journey mapping
- Ownership of the backlog and story creation
- Velocity and Backlog analysis
- Established testing reporting measures
- Assisted in Usability Testing creation, writeup and oversight.
- Facilitated meetings with stakeholders, partners, support, and team requirements sessions.
- Participated in VP meeting briefs
- Business Analyst to define business needs and requirements.
- Data Visualization of Project and Timeline

UX/UI DESIGNER CONSULTANT – EXCELLUS BCBS PROJECTS TEKSYSTEMS

JULY 2016 – AUG 2016 • WEBSTER, NY

I was brought on to the Excellus Web Customer Experience Team as their full stack UX/UI Designer Consultant. One of my primary duties was to review the current policies and procedures and develop duplicatable systems that could be implemented to ensure consistency and efficiency. My expertise in technical writing was heavily utilized in this role by writing a policy and procedure technical manual.