

# Kristen Stokes

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Strategic-minded UX Designer with a strong background in education and expertise in crafting user-centric design solutions.

With a keen understanding of both educational principles and UX strategy, I excel in creating intuitive and engaging digital experiences that meet the needs of diverse user groups. By leveraging my unique blend of skills and knowledge, I strive to create meaningful user experiences that resonate deeply with audiences while delivering tangible value.

## Areas of Expertise

User Research | Personas | User Experiences | Journey Maps | Mockups | Prototyping | Image Manipulation | Project Management  
| Market Research | Operations Strategy | Process Improvement | Learning and Development

## Technical Skills

Figma | Sketch | Adobe XD | Marvel | Miro | Stark | Adobe Photoshop | MS Office Suite | WIX

## Professional Experience

### **UX Apprenticeship**

Remote

#### **CareerFoundry**

December 2022-December 2023

- Conducted user interviews, surveys, and usability tests, driving insights into user behavior and preferences, contributing to informed design decisions and improved user experience.
- Analyzed research findings to refine design strategies, resulting in enhanced user satisfaction and business growth.
- Iteratively refined designs based on feedback from mentors and stakeholders, ensuring optimal usability and alignment with project goals.
- Developed interactive and engaging user interfaces, incorporating user feedback to drive user interaction improvements and business growth.
- Participated in workshops and training sessions to enhance design skills, fostering personal and professional growth within the UX design field.
- Adapted design solutions based on feedback from mentors, team members and end-users, ensuring designs meet evolving user needs and preferences.
- Managed project timelines effectively, ensuring timely delivery of design deliverables and successful project outcomes.

### **Learning Experience Designer**

Orange, CT

#### **Private Residence**

January 2002- May 2018

- Customized daily routines, documented daily behaviors and activities, identifying patterns and milestones to inform personalized developmental strategies.
- Designed dynamic, age-appropriate activities, fostering cognitive/creative development, enhancing overall growth and learning.
- Researched, recommended, and troubleshooted technology, ensuring optimal functionality and efficiency.
- Comprehensive academic support, advocated and implemented user-centric features, resulting in a 20% increase in user satisfaction and notable improvements in student retention rates.
- Provided mental/emotional support, establishing transparent and regular communication channels, fostering collaboration and alignment.
- Liaised with vendors for household maintenance, repairs, and services, ensuring timely resolution of issues and optimal functionality.
- Tracked expenditures and sought cost-effective solutions, ensuring fiscal responsibility and efficient resource allocation.

### **Operations Analyst**

Hamden, CT

#### **Private Professional Family**

September 2014- August 2015

- Coordinated schedules and ensured optimal time management, maximizing productivity and efficiency.
- Provided hands-on technical support, offered personalized training sessions to enhance technology literacy, empowering users to leverage digital tools effectively.

- Collaborated with cross-functional teams to align behavioral solutions with team objectives, resulting in a 30% improvement in overall experience and positive feedback from stakeholders.
- Handled various administrative duties associated with daily activities, maintaining organizational efficiency and effectiveness.
- Addressed and resolved issues promptly, demonstrating resourcefulness and effective problem-solving skills to mitigate challenges.
- Organized travel arrangements, including accommodations and itineraries, while anticipating travel-related needs, ensuring seamless travel experiences.
- Provided and/or arranged transportation daily, ensuring reliable and efficient mobility solutions for household members.

### **Business Analyst (non-legal)**

Milford, CT

#### **PDM Co**

April 2014 - August 2014

- Developed a comprehensive plan for the orderly closure of business, addressing various aspects of the shutdown process, ensuring a smooth and organized transition.
- Managed the sale and/or disposal of assets, inventory, and equipment, maximizing value and minimizing losses.
- Addressed and resolved contractual obligations, including notifying vendors, customers, and employees, ensuring compliance with legal and regulatory requirements.
- Settled financial obligations, outstanding debts, loans, and contractual obligations, mitigating financial risks and liabilities.
- Communicated and contracted vendors to assist in the closure, coordinating external support services as needed.
- Maintained accurate records of the closure process for legal and financial purposes, facilitating transparency and accountability.
- Prepared and presented final reports to stakeholders summarizing the closure process and actions taken, providing closure and ensuring alignment with organizational goals.

### **Projects**

#### CareerFoundry

##### AskPronto | Lead UI/UX Designer and Researcher

Expert app for live expert guidance, in real-time, for achieving a greater sense of independence and autonomy for young adults. The app will help reach a broad range of users that may not have access to a support system in the most crucial stage of adulthood.

- Utilized analytics, identified pain points, resulting in targeted design improvements, led to a 20% increase in overall user satisfaction and usability.
- Ensured accessibility by embracing inclusive design principles, prioritizing user empathy and understanding diverse perspectives, challenges and preferences.

#### CareerFoundry

##### ThinkHIVE | Lead UI/UX Designer

Collective learning app, students can foster connections within their specific field to promote motivation and engagement in their prospective studies. Connecting students, facilitating peer-to-peer learning, support, and feedback.

- Utilized analytics to identify pain points in user flows, resulting in targeted design improvements that led to a 20% increase in overall user satisfaction and usability.
- Implemented UI enhancements that streamlined user tasks, reducing the average task completion time by 10%, contributing to increased user productivity and satisfaction

### **Education**

**Certificate in UX Design, User Interface** | CareerFoundry

**Immersion in American Sign Language** | Northeastern University

**Classes in American Sign Language** | Northwestern CC

**Class in Sign English** | Gateway CC

**Bachelor of Science in Psychology** | Sacred Heart University