

Kristen Stokes

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Client-focused professional with a background in education, research and design, transitioning to customer focused role. Skilled in understanding client needs, building relationships, and collaborating across teams to ensure project success. Adept at analyzing data, resolving issues, and enhancing customer experiences. Strong problem-solving, communication, and organizational abilities with a proven track record in managing multiple projects efficiently.

Area 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 Photoshop | MS Office Suite | Asana | iOS | Android | Marvel | Miro | Stark

Professional Experience

Life Enrichment and Career Advancement

March 2024-Present

- Partnered with a professional job coach to refine my career strategy, including identifying strengths, aligning career goals with personal values, improving interview techniques and networking.
- Balanced professional development with personal growth, exploring diverse life experiences to enrich my perspective on user needs and behaviors.

UX Apprenticeship

Remote

CareerFoundry

December 2022-February 2024

- 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

Personal Clients

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 Estate

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

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

Bachelor of Science in Psychology | Sacred Heart University