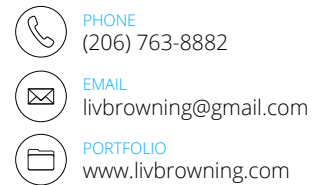


LIV BROWNING

USER EXPERIENCE DESIGNER



Motivated by creativity, collaboration and design

As a UX designer, I strive to leverage my technical, creative and communication skills and apply design process to deliver real results. My unique qualities span a mix of both right and left brained capabilities. I am logical, with a background in software and business. I've worked as a project manager, technical support engineer, a technical writer, and as a web administrator. I'm also artistic and creative; I've worked in graphic, web and UX design and as a studio artist. Collaborative projects light me up! I enjoy working on a team towards a mutual end goal and advocating for the users' needs to be met with functional design.

WORK EXPERIENCE

- Microsoft**
Jan-April 2016
USER EXPERIENCE DESIGNER
Improved Microsoft Office Add-in quality by creating developer toolkits, design guidelines and best practices, and through redesigning UI and icons for existing add-ins.
- Navicet**
October 2015
USER EXPERIENCE RESEARCH
One of a team of four; participated in the research and creation of company user personas
 - Conducted 25 interviews over a variety of departmental roles;
 - Synthesized 5000 data points through affinity diagramming and card sorting;
 - Distilled findings into five core personas from which the company can drive user experience;
- Navicet**
May 2015
USER EXPERIENCE DESIGNER
Successfully delivered a mobile design of KIWI, a team engagement metrics tool, to be used for the pilot project test scheduled Dec 2015.
 - Employed user-centered design principals in a three-week rapid design sprint;
 - Worked with stakeholders to define product goals and feature requirements;
 - Rapid research phase included: 11 interviews, 42 surveys, task and data analysis, and competitive analysis;
 - Conducted 14 usability tests which informed changes on seven iterations of the prototype;
- General Assembly**
March - May 2015
USER EXPERIENCE DESIGNER
User experience design from user research through final product delivery employing user-centered design principals.
 - Interaction design with a focus on mobile applications, responsive and mobile first approaches where possible;
 - User research: user interviews, surveys, task and data analysis, heuristic evaluations, contextual inquiries, personas and storyboards;
 - Information architecture: user flows, card sorts, sitemaps, layout;
 - Rapid prototyping: sketches, paper prototypes, wireframes, Axure, Invision, HTML5, CSS3;
 - User testing: usability test plans, usability screening, usability testing;
 - Visual design: navigation elements, UI, style and developer guides;
- OTB Solutions**
Jan 2008 - Present
IT CONSULTANT, PROJECT MANAGEMENT
Skilled communicator with an affinity for building and maintaining stakeholder relationships. I have worked on a variety of diverse projects for a broad spectrum of clients in several industries, delivering value and results.

FEATURED PROJECTS INCLUDE:

Epic Deployment Project Manager
Project Manager for the Go-Live Deployment of Epic software roll-out at CHI Franciscan Health.
Coordinated the implementation strategy and overall business process of an EPIC implementation for the Franciscan Health System, which included four hospitals and 120 clinics.

PROFESSIONAL SKILLS

- User-Centered Design Process
- Visual Design Visual Mockups
- Wireframes Prototypes
- User Research User Testing
- User Personas Use Cases
- Scenario Planning Heuristics
- User Flows Site Maps
- Task Flows Storyboards
- Sketching Illustration
- Style Guides Copywriting
- Information Architecture
- Project Management
- Strong Concept Generation
- Layout/Design for Print and Web
- Business and Technical Writing

PROFESSIONAL TOOLS

- HTML/CSS MS Word
- Balsamiq MS Excel
- Axure MS PowerPoint
- Photoshop MS SharePoint
- Illustrator MS Visio
- InDesign
- Dreamweaver
- Pen & Paper

★ WORK EXPERIENCE continued...

CHI Franciscan Health
continued...

Responsibilities included:

- Design and organization of the main command center;
- Developed the triage process for classifying and logging issues;
- Presented orientation meetings, trained 200+ analysts in the process;
- Scheduled and managed the triage desk and a roster of contract workers;
- Managed the volunteers and technical resources;
- Managed the coordination of catering and facilities;
- Troubleshooting and solving of daily issues, daily running of the command center;
- Developed and wrote the documentation of policies and procedures for future deployments;

Microsoft
Feb 2011- Nov 2012

Web Content Creation and Management

Led the content migration and web copy creation for a public facing SharePoint Internet site, wherein four different websites controlled by eight separate departments were combined into one main site.

- During the migration; re-wrote copy to maintain a consistent voice, fixed broken links and manipulated images as necessary;
- Performed knowledge transfer on the use of SharePoint web templates for use on a SharePoint public facing internet site;

Participated in the development and implementation of:

- The to-partner value messaging for SharePoint 2010 framed for specific audiences including WPC and SharePoint 2010 conference;
- The SharePoint Deployment Planning Services content including to partner and to customer marketing materials, web copy, deployment evidence and partner/ customer testimonials and evidence;
- The content for Solution Designer training an online SharePoint 2010 course targeted at Business Analysts;
- The partner sales guides for SharePoint and Exchange Planning Services;

Kick Asthma
2000-2008

FOUNDER, KICK ASTHMA®

The Buteyko Method is an effective, alternative breathing therapy for asthma, sleep apnea, chronic hyperventilation, panic attacks and sports training. As the first U.S. practitioner, I introduced the method to the U.S. and the Seattle area.

- Authored and produced *Kick Asthma® Naturally*, a home education kit, which includes a book, booklet and a professionally directed and produced 56-minute video, sold via the KickAsthma.com e-commerce site;
- Designed, organized, publicized and led training seminars and introductory workshops for physicians, naturopaths, health care professionals and clients;
- Planned and executed successful tradeshow booths at Northwest Women's show and various IT tradeshow;
- Designed and implemented a four-week international health accreditation program to certify other instructors;

Wilson WindowWare
1997-2002

GRAPHIC DESIGNER / WEB DESIGN AND ADMINISTRATION

- Redesigned company web site and on-line documentation of over 200 pages;
- Created original illustrations and animations for web navigation, web-based learning activities and on-line banner campaigns;
- Redesigned product packaging, printed promotional materials, identity pieces and the web site in order to integrate company collateral and messaging;
- Prepared digital print files and performed press checks for all company print materials including: advertising, brochures, CD design, packaging, boxes, book covers and trade show booth and displays;
- Planned, developed and implemented internet marketing strategies; SEO optimization, Google AdWords campaign, affiliates and link exchanges;

Sabbatical, Studio Art
Program France 1997

Wilson WindowWare
1994-1996

TECHNICAL SUPPORT ENGINEER / TECHNICAL WRITING

- Supported engineers using WinBatch, a Windows batch programming language;
- Authored technical documentation, white papers, help files and software manuals;

★ EDUCATION

GENERAL ASSEMBLY

User Experience Design
Immersive Certificate course in
User Centered Design Principles
Seattle, WA | March-May 2015
user research, planning, design
and prototyping, wireframes,
rapid prototyping

SCHOOL OF VISUAL CONCEPTS

Graphic Design and Typography
Seattle, WA

L'ECOLE DU ALBERT DUFOIS

Studio Art Program
Vihiers, France

UNIVERSITY OF IDAHO

Bachelor of Fine Arts, with honors
Magna Cum Laude/Phi Beta Kappa
Moscow, ID

★ Client List

Asentus
Blaine County Planning Office
CHI / Franciscan Health System
Education First Consulting
Evergreen Medical Center
Group Health Cooperative
Microsoft
Navicet / Squawk Metrics
Prime Healthcare
Starbucks
Ste. Michelle Wine Estates
UW Medicine

