

# Courtney Smith

Seattle, WA

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## Summary of Skills

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- At-A-Glance**
- Experience managing a 2-5 person team, including but not limited to hiring, firing, payroll, and scheduling
  - Research experience with observational field studies, surveys, user shadowing, transcribing user interviews, usability testing, leading focus groups, and moderating user interviews
  - Design experience with storyboarding, information architecture, wireframes, personas, user journey mapping, and high fidelity mock-ups
  - Prototyping experience including but not limited to paper prototyping, Wizard of Oz, video prototyping, 3D printing, laser cutting, and Arduino based projects
  - Applications including Figma, UserZoom, Sketch, Microsoft Office, Illustrator, Photoshop, and XD
  - Basic knowledge of Python and Project Management
  - 3 additional course based projects in healthcare and UX under privacy restrictions

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## Projects and Experience

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- UX Researcher and Designer**  
**University of Washington**  
**HuskyADAPT**  
2017 to 2018
- Designed a 3D printed device to assist individuals with limited hand movement to grip small objects
  - Conducted interviews and observations of an individual with a mobility impairment in their home environment to better understand their needs and wants
  - Presented the assistive device and design process at an ability showcase at the University of Washington

- UX Researcher and Designer**  
**University of Washington**  
**Culture Connect**  
January 2017 to March 2017
- Developed an app to assist incoming college freshmen in finding people who share their culture or beliefs
  - Conducted user interviews, user evaluations, paper prototyping, storyboarding, and wireframing
  - Created multiple iterations of personas, journey maps, and information architecture
  - Presented Culture Connect to a panel of judges for feedback

- Customer Service Lead**  
**University of Washington**  
**Disability Resource for Students**  
May 2017 to June 2019
- Customer service assisting with programming and administrative support in a fast-paced office environment
  - Scheduled student appointment for disability coordinators while managing a team of 6-9 student employees
  - Followed strict confidentiality laws while satisfying multiple stakeholders during phone conversations, meetings, and online communications

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## Leadership and Teamwork

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- Spokesperson and Namesake**  
**Courtney's SandCastle**  
2000 to 2015
- Helped design an inclusive and accessible playground in Orange County, CA to allow for children of all abilities to play together and foster diversity
  - Lead fundraising efforts alongside city councilmen, local businesses, and the community
  - Represented Courtney's SandCastle at public events and gave speeches about inclusion and empowerment through play

- Ambassador**  
**MDA and Make-A-Wish**  
2000 to 2015
- Represented the Muscular Dystrophy Association and Make-A-Wish at fundraising and outreach events
  - Public speaking on the behalf of the Muscular Dystrophy Association and Make-A-Wish to a wide range of stakeholders about each organization and their impact on my life

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## Education

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- University of Washington**  
June 2019
- Bachelor of Science, Human Centered Design and Engineering
  - Dean's List