

# Courtney Smith

Seattle, WA

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## 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 freshman in finding people who share their culture or beliefs
  - Conducted user interviews, user evaluations, paper prototyping, storyboarding, and wireframing
  - Created multiple iterations of persona's, 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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## Education

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- University of Washington**  
June 2019
- Bachelor of Science, Human Centered Design and Engineering
  - Dean's List
- Courses**
- User Centered Design, Physical Computing, Visual and Technical Communication, Usability and User Research, Calculus Based Physics, Differential Equations, Gender and Information Technology, Interactive System Design and Technology, User Experience Prototyping, Foundations and Theory of User Experience

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## Summary of Skills

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- Technical and Communication**
- Expert on Adobe Creative Cloud including but not limited to Illustrator, Photoshop, and XD
  - Basic programming skills in both Java and Python
  - Proficient with Microsoft 365 and QuickBooks
  - Experience managing a 2-5 person team, including but not limited to hiring, firing, payroll, and scheduling

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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 Muscular Dystrophy Association and Make-A-Wish to a wide range of stakeholders about each organization and their impact on my life

- Vice President of Standards**  
Phi Sigma Rho  
March 2016 to April 2017
- Active member and alumni of Phi Sigma Rho, a sorority for women in engineering
  - Oversaw sorority wide events and meetings
  - Monitoring and ensuring standards of behavior were met by all members
  - Overhauled the bylaws of Phi Sigma Rho UW to incorporate member feedback and ideas