NICOLE PLANTE

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// Oakland, CA

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WORK EXPERIENCE

Associate Product Designer, Kiddom
July 2019- November 2019

Kiddom is an edtech product that serves educators and students. Not just in these months but over a year, I contributed to the design team by:

- Developing strategies and concepts addressing business goals and customer needs
- Executing designs according to business objectives and timeline constraints
- Collaborating with internal and external stakeholders and incorporating feedback into design iterations
- Working with engineers for pixel perfect results
- Evaluating existing product for UX debt recommendations
- Planning, leading, and incorporating user research into strategy and design

Learning Experience Designer, Kiddom
January 2019- July 2019

- Crafted and deployed modular coursework for customer onboarding
- Developed and designed customer videos, guides and articles
- Demonstrated the platform for onboarding internal and external users

Support Specialist, Kiddom
Sept 2017- January 2019

- Delivered quality, live, and on-going customer support
- Tested / QA for new builds; create bug tickets
- Maintained on-going communication and adaptability in a startup culture.

Consultant, NextPlay
Unpaid Sept- Dec 2018

- Developed a comprehensive case study on UX debt, onboarding and retention strategies for their mentorship app while a student at AAU.
- Worked collaboratively with Product on retention data and opportunities for rentention.
- Delivered high-fidelity wireframes for the app's style, content, and flow.

RELEVANT INTERESTS

User research
UX writing
Interaction design
Competitive analysis
Growth strategy
Service design/journey mapping
Responsive, mobile design

SKILLS & TOOLS

Open to learn but comfortable with:

Sketch, Figma
Invision
UserTesting
Photoshop, Illustrator, InDesign
HTML, CSS, Javascript, JQuery

TRAITS

Growth-minded
Detail-oriented
Collaborative
A curious, kind, self-starter

OTHER

// Adept with Lean, Agile process
// Skilled with Slack, Asana, Skilljar, Zeplin, Abstract, Invision, Google Suite, and Screenflow
// 8 years experience as a teacher
// Advanced knowledge of cognitive development, psychology, especially for pedagogy and learning.

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EDUCATION

B.A. Web Design New Media, 2018
Academy of Art University

M.A. English Education, 2011
C.U.N.Y. Brooklyn College

B.A. English Literature, **2005**
U.C. Berkeley