

# Molly Schaefer

Product Designer

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## Education

### Carnegie Mellon University School of Computer Science

#### Master of Human-Computer Interaction

Aug 2019 – Aug 2020 | Pittsburgh, PA

Relevant Coursework: Persuasive Design, Service Design, Mobile and IoT Computing Services, User-Centered Research and Evaluation, Programming Usable Interfaces

### University of Michigan

#### B.A. Informatics: Social Computing

Sep 2011 – Dec 2015 | Ann Arbor, MI

## Skills

Prototyping  
Service design  
Service blueprints  
Journey maps  
Product strategy  
Agile methodology  
Concept maps  
User research  
Personas  
Stakeholder maps  
Research synthesis  
Storyboards

## Design Tools

Figma  
InVision  
Mural  
CSS  
HTML  
Adobe Creative Suite

## Certifications

SAFe® 4 Certified Agilist  
SAFe® 4 Certified Practitioner  
Scrum Master Certification

## Experience

### The Pittsburgh Foundation, Capstone Project

#### UX Designer and Researcher

Jan 2020 – Aug 2020 | Pittsburgh, PA

Conducted and synthesized research to understand the needs of our client and their customers.

Utilized research insights to prioritize and design a responsive web application that promotes responsible philanthropy.

### Cisco

#### Product Owner / Business Systems Analyst

Sep 2017 – May 2019 | San Jose, CA

Drove product strategy as the Product Owner for the IT data insights tool used by IT Service teams and Cisco's Chief Information Officer to review and track IT performance.

Coached Cisco employees on agile methodology best practices.

Developed a change management strategy to implement agile across Cisco IT and Operations. Created and led an agile community of practice to drive agile maturity within Cisco.

#### IT Analyst

Feb 2016 – Sep 2017 | San Jose, CA

Collaborated with business partners to deliver HR management system implementations of global Cisco benefits initiatives. Managed project plans and led teams of developers for successful releases of internal tools and benefits programs.

Led a team of developers to deliver enhanced user experience for our internal time off request tool. Gathered and analyzed feedback to understand our users' needs.

#### IT Analyst Intern

May 2015 – Dec 2015 | San Jose, CA

Performed semi-structured interviews and usability testing to influence design decisions for an internal performance development application.

Created prototypes for an internal time off request website used by Cisco employees globally.

### University of Michigan Varsity Swim Team

#### Captain, Freestyle Sprinter

Aug 2011 – Mar 2015 | Ann Arbor, MI

Balanced a full course schedule with training and competition.

Led the team as a captain during the 2014-2015 season.