

Kelly N. Benton

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Work Experience

- **Service Designer**
Philips Healthcare - Sleep & Respiratory Care | *Summer 2018 - Present*
Built and executed on project management processes. Initiated a global standard for inclusive design while currently piloting a research project in the US discovering opportunities to disrupt barriers to care caused by healthcare inequities and the systemic impact they have on communities of color. Collaborated with key stakeholders and partners across workstreams in accordance to business targets, user offerings, and customer experience inputs. Facilitated sessions with external project teams using service design tools and processes.
- **Design Researcher**
BMW - Sponsored Collaboration | *Spring 2018*
Lead Service Designer on a collaborative project developing concepts that leverage individual vehicle usage data to create new educational experiences. Assisted with planning and conducting research interviews and guides, synthesizing findings through data visualizations, and developed business implementation processes.
- **Insights & Experience Strategist - Intern**
Johnson & Johnson | *Summer 2017*
Planned and participated in multiple human-centered design activities including usability testing, analogous research, user interviews, and envisioning workshops. Created researched stimuli and synthesized results into proactive research snapshots.
- **Experience Designer**
Memorial Health Hospital | *Spring 2017*
Lead and developed the ideation processes and implementation plans. Facilitated multiple working sessions and cocreate activities. Re-imagined the children's hospital experience for patients, doctors, and family members utilizing design thinking methodologies.
- **Communications Designer**
S.E.A.L. Savannah | *Spring 2016*
Strategized the research and ideation phases for a re-organization of a non-profit STEM program created for underprivileged elementary students within the Savannah area. Facilitated collaborative sessions and assisted with prototyping solutions.

Education

Savannah College of Art & Design (SCAD)
B.F.A. Service Design
Minor Business Management & Entrepreneurship
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Dean's List

Achievements

President
Service Design Network (Savannah Academic Chapter) | *Senior*

School of Design Representative
United Student Forum | *Junior - Senior*

Awards
CES Innovation Award
IF Design Award
Red Dot Finalist

Skills

Qualitative & Quantitative Research
Leadership & Project Management
Value Proposition Creation
Human Centered Design
Customer Service
Journey Mapping
Facilitation
Prototyping
Collaboration
Self-Motivated

Software

Adobe Photoshop
Adobe Illustrator
Adobe InDesign
Microsoft Suite
Sketch
Flinto
Miro
Mural

Volunteer Work

- **Service Design Network**
Chapter Leader & Facilitator | *2020 - Present*
Coordinated multiple speaker sessions with over 100 attendees for the local Pittsburgh Chapter.
- **Camp Inspire**
Planning & Prep Volunteer | *Summer 2018 & 2019*
Camp Inspire is a summer camp for ventilator dependent children. Assisted in planning and preparing materials needed to host activities.
- **Hurricane Harvey Relief Effort**
Clothing & Donation Volunteer | *Summer 2017*
Volunteered time and resources toward a relief effort after the hurricane hit in Houston Texas.
- **Service Design Jam**
Academic Chapter Host & Lead | *Spring 2017*
The Global Service Jam is a worldwide event that is led by influential leaders within the Service Design Community. This event brings together designers and curious individuals to collaborate on a new service concept within a 48 hr period.
- **Batey Rehab Project**
Builder & Community Advocate | *Fall 2015*
Built homes for impoverished families living in the Dominican Republic outer villages. Ideated with the local community on best outcomes and needs to be fulfilled on how the families can thrive within their new home environment.