

# Emily Hicks

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## EDUCATION

**Santa Monica College**, Santa Monica, CA  
B.S Interaction Design | Anticipated Graduation June 2022  
A.S Graphic Design | Highest Honors | Awarded 2020

**British Columbia Institute of Technology**, BC, Canada  
Certificate Media & Web Development | Graduated with Distinction | Awarded 2017

## WORK EXPERIENCE

**Web & Graphic Designer** April 2020 – Present

**514Creative** | Santa Monica, CA

- Competitive Analysis
- Responsible for designing and building websites for clients
- Logo design

**Web & Graphic Designer** February 2019 – Present

**IMPRINT** | Santa Monica, CA

- Started off as an internship that led to a part time job
- Responsible for designing and building websites for clients
- Helped with brand design, client meetings, and logo design

## ACADEMIC EXPERIENCE

**Mobile App User Researcher & User Experience Designer** September – December 2020

**Researched mobility challenges on Main Street, Santa Monica**

- Developed research plan that included onsite interviews of pedestrians and shop owners/employees & surveys sent via community platforms such as Nextdoor, Reddit and Ring
- Aggregated and analyzed findings to identify insights on safety concerns of interviewees
- Identified a problem and solution

**Designed a product**

- Designed a mobile app prototype based on the user research previously performed
- Created a 2 minute vision video and slide deck showcasing the project

**Community Board User Researcher & Product Designer** March – June 2019

**Researched community at the Bundy satellite campus at Santa Monica College**

- Conducted observational and primary research by visiting the campus and interviewing random students throughout the day
- Identified insights and performed additional secondary research which led to our concept of building an interactive student board

**Prototyping, testing, and presenting**

- Prototyped the community board using cardboard, magnets, Velcro, reusable cards, and QR codes
- Tested prototype by posting it on the main lobby of the Bundy campus for 3 days
- Presented to the Santa Monica College building committee for approval
- Implemented a community board inside the Everytable café at the Center For Media Design campus

## AWARDS

**Building Community & Student Success** | Santa Monica College December 2020  
Outstanding design work contributing to building community and student success at SMC

**Best Short Story Writer** | Douglas College October 2018  
Won the short story competition in the fiction English department at Douglas College.

## RESEARCH TOOLS

Quantitative & Qualitative  
Research & Data Analysis

User testing via Useberry  
Stakeholder Interviews  
Surveys  
Journey Mapping  
Competitive Analysis

## COMPUTER SKILLS

Mac and PC

Adobe Suite:  
Illustrator, Photoshop,  
InDesign, and Adobe XD

Figma

Microsoft Office Suite:  
Word, Excel, and PowerPoint

HTML5

CSS3

JavaScript

WordPress

Squarespace

Webflow

## SKILLS

Graphic, Web & Mobile  
Design

Product Design

UX/UI Design

Design Research

Project Management

Storytelling

Case Studies

Slide Decks

Launching Websites