

# Cyndi Thompson, UX Designer

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## Experience

### Design Team Lead | Palador

April 2015 - June 2019

#### Promoted from: Web Designer

Nov 2012 - April 2015

- **Led** a team of 2-4 designers at a custom software consultancy in the creation of enterprise apps, mobile apps, and responsive websites to meet client needs.
- **Designed and prototyped** web and mobile applications to align to user workflows and mental models.
- Promoted the use of best **research and usability testing** practices in our design and development process.
- Advocated for **accessible design** through creation and oversight of code, design review, process changes, and team education.
- Supported **business decisions** through resource planning, project estimates, timeline creation, project proposals, sales presentations, and hiring decisions.
- Promoted **continuous learning** by presenting new topics of discussion as well as introducing new brainstorming and collaboration exercises.
- **Developed** responsive, front-end templates for our designs, while collaborating closely with developers on integration.

## Featured Projects

### Washington Recreation & Conservation Office - 3 Site Redesign

2019

Led a complete redesign of a government grant application site. Research identified two key audiences, which we then optimized for with simple discovery of information and optimal grant opportunities. Created reusable design components to extend design for 2 sister sites.

**Case Study:** [CyndiThompson.com/Project-RCO.html](http://CyndiThompson.com/Project-RCO.html)

**Role:** User research, UX design, front-end development

### Cyber Independent Testing Lab - Data Visualization Website

2018

Drove a security-reporting website design based on research-driven personas that ranged from curious consumer to security professional. Site employed progressive disclosure to introduce users to increasing levels of detail about common security vulnerabilities.

**Case Study:** [CyndiThompson.com/Project-CITL.html](http://CyndiThompson.com/Project-CITL.html)

**Role:** User research, UX design, front-end development

### FlightSafety International - Application Suite

2015

Started a design system to create cohesion in a suite of web and tablet applications. Designed the subsequent apps for the aviation training company for both complex internal business needs and engaging student facing applications.

**Case Study:** [CyndiThompson.com/Project-FlightSafety.html](http://CyndiThompson.com/Project-FlightSafety.html)

**Role:** Design system design, UX design, front-end development

## Additional Palador Projects

### Enterprise Web Applications

- Payscale - Compensation Management
- Microsoft - Peer Network Logo Creation
- Marcus & Millichap - Real Estate Loan Management
- Palador Time Tracker - Internal Time Management Dashboard

### Responsive Websites

- LDC Civil Engineering - Wordpress Site
- Bethany Community Church - 6 location CMS site
- Health Stories Project - Wordpress Site & Social Network Web App
- Microsoft - Peer Network Marketing Material Site

## Web Designer | SEO.com

Oct 2009 - Feb 2012

- Collaborated with clients, managers, developers, and SEO specialists to develop site design strategies.
- Designed information architecture for intuitive site navigation.
- Designed wireframe page layouts to maximize usability and conversion rates.
- Designed custom web graphics for unique online brand experiences.
- Built out SEO friendly site templates using HTML, CSS, and JavaScript/jQuery

## Education

### MS in Human Centered Design and Engineering | University of Washington

2018-2020

- Directed Research Group on Mental Health: Studied how to support mental health strategies for elderly adults using qualitative research and thematic coding.
- Directed Research Group on Asthma Management: Designed and tested a prototype app for family co-management of child asthma using behavior change principles.
- Topics of study included: qualitative and quantitative research, usability testing, inclusive design, international UX, machine learning, and designing for complex systems.

### BA in English Literature | University of Washington

2003-2007

- Additional studies included graphic design & creative writing

## Volunteer

### UX Book Club | Ada's Books

Jan 2016 - Sept 2018

Hosted a monthly UX book club by curating reading list, coordinating with event space, promoting meetings, and leading discussions.

### Seattle Social Good Series | IxDA

Aug 2017 - Sept 2017

Worked with a team of volunteer designers to research, design, and prototype a web application to make it easier for low-income housing tenants to find housing.

## Skills

### Research & Analysis

- Interviews & Surveys
- Usability Testing
- Heuristic Evaluations
- Personas & Scenarios
- Affinity Diagrams
- Experience Maps

### Design

- Info Architecture
- Interaction Design
- Wireframing
- Prototyping
- Data Visualization
- Participatory Design

### Development

- HTML
- CSS & Sass
- JavaScript
- Data Analysis with Python and R

### Tools

- Figma
- Adobe CC
- InVision
- Marvel
- Balsalmiq
- Visual Studio