

Kristen



Lohman

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IMPROVING USER EXPERIENCE, ONE CHOICE AT A TIME.

Skills

User Research

Contextual Inquiry

Visual Storytelling

Card Sorting

Communications

Visual Design

Heuristic Evaluation

Prototyping

Usability Testing

Wire-framing

Content Writing

Technical Writing

Information Design

508 Compliance

Interaction Design

Education

M.S. Professional Writing, 2011

Towson University

B.A. English, Fine Arts minor, 2009

University of Maryland University

College

Employment

UX/Visual Communication Analyst at OneMain Financial

December, 2014 – Present

- Perform user research to discover design and system enhancement opportunities for enterprise software
- Consult on design and functionality requirements and solutions for optimal user experience
- Create custom graphical elements (i.e. icons, banners, etc.) for web and mobile user interfaces
- Develop and implement communications plans for IT projects

Technical Writer/Editor at SAIC (Federal Contractor)/NASA

February, 2011 – December, 2014

- Develop content and design materials for a variety of audiences, including user-focused quick reference guides, instructional booklets and management-focused presentations and formal deliverables
- Write and edit technical documents (including requirements documents, test plans, user guides, and policies and procedures)

Software

Microsoft Office Suite

Illustrator

Photoshop

iRise, JustinMind

Camtasia

HTML/CSS

Administrative Coordinator at Johns Hopkins University

November, 2009 – February, 2011

- Proofread, edit and update website, grant proposals, and marketing materials