

# Curriculum Vitae

## Kelly Almon

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## Experience

### Customer Experience Consultant

Cisco Systems

San Jose, CA

May 2018 - Present

Supported the Customer Experience strategy definition and communication. Designed and performed user and customer interviews. Created data visualizations for Customer Journey Maps. Prepared documentation on communicating research results with business partners.

### UX Design Consultant

Cisco Systems

Corporate Social Responsibility

San Jose, CA

June 2015 - July 2017

Supported the strategic re-invisioning of a leading technology education platform. Performed user and stakeholder interviews to gain feedback, including on-site, in-person, and long distance ethnographic interviews. Concurrently led the end to end tactical redesign of the same platform. Collaborated with other senior design contractors. Managed junior design contractors. Coordinated with developers to achieve appropriate implementation. Supported multiple learning projects as the lead designer in the CSR education group, in conjunction with the project managers.

### Lecturer

San Jose State University

San Jose, CA

August 2014 - December 2015

Taught mid-level Graphic Design courses for BA and BFA design students. Included preparing and giving lectures, teaching production techniques, facilitating and guiding group critiques, providing individual feedback, and grading projects.

### Experience Design Consultant

Datalogics

Chicago, IL

October 2013 - June 2014

Led the redesign of the Datalogics eReader interface, including collaboration with product management and engineering in product definition and creation of wireframes. Delivered wireframes and medium-fidelity visual assets to developers. Performed product evaluations and competitive research.

### UI and UX Designer

Ventana Digital Pathology

Mountain View, CA

August 2012 - February 2014

Served as the lead designer for the redesign of Ventana's premier pathology laboratory workflow product. Redesigned the pathology case sharing website and extended the design for mobile devices. Designed small scale usability tests. Collaborated with systems engineers and marketing managers to define product requirements. Provided user interface input and feedback to development teams on periphery projects.

### Contract Designer

Samsung Electronics

San Jose, CA

February 2012 - April 2012

Temporary assignment substituting for a permanent employee. Worked with the lead visual designer on the next generation interface for internet connected televisions. Created navigation structures and hierarchies. Provided feedback on the usability of organizational methods.

## Experience

**Enterprise Interaction Designer**  
Adobe Systems  
San Jose, CA  
April 2011 - December 2011

Designed wireframes for new interface concepts, collaborated with internal and consulting developers; created mockups for custom demos and proofs of concepts; wireframe design and mockups for product development in an Agile environment. Performed workflow evaluation; provided user interaction feedback for existing systems. Created and presented courses on user experience design for non-designers in related roles.

## Education

**MFA, Interaction Design**  
University of Washington  
Seattle, WA  
September 2007 - July 2009

Thesis: Visualizing Wholeness in Nutrition Information. Projects include information visualizations, flight deck concept design, internet search management tool, and personal nutrition application.  
Active in d.u.b., Design, Use, Build cross-disciplinary club  
Active in AIGA

**BA, Visual Communication**  
Seattle Pacific University  
Seattle, WA  
September 2003 - June 2007

Projects include information visualizations, information architecture, corporate identities, and design research.  
Participated in the University Scholars Honors Program  
Founder, AIGA, SPU Student Chapter

**Idean Design Academy**  
Idean  
Menlo Park, CA  
14-15 April 2016

Leadership Intensive Academy. This two-day intensive course addresses the growing need for design leadership inside of organizations across industries.  
<http://academy.idean.com/leadership>

## Competencies

TECHNICAL	Expert knowledge of <b>Adobe Creative Suite</b> applications such as <b>Photoshop</b> , <b>Illustrator</b> , and <b>InDesign</b> . Proficient in similar design and prototyping software such as <b>Sketch</b> and <b>Invision</b> . Proficient in the <b>Microsoft Office Suite</b> and similar productivity software. Experience using agile documentation tools such as <b>Jira</b> , <b>Rally</b> , and <b>Trello</b> .
PROCESS	User-centric design, user experience research, cognitive work and workflow analysis, collaborative idea generation, low-fidelity prototyping, critique and evaluation methods, usability research.
LANGUAGE	<b>English</b> : native speaker; fluent written and oral English for business, social, and technical situations. <b>German</b> : intermediate written and oral German for business and social situations. CEFR: Goethe-Zertifikat B2