

# Hannah Moore

## User Experience Designer

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### Professional Summary

Accomplished UX designer leveraging 15+ years in customer management to provide empathetic solutions to the human pains that follow new technologies. Driven by curiosity, compassion, and out-of-the-box thinking to craft designs that deepen client relationships through a keen understanding of user needs—expert at remote collaboration and incorporating diverse perspectives to further UX accessibility.

## SKILLS

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### Design

Interaction Design

Design Systems

Icons, Logos, & Templates

Data Visualization

Prototyping & Wireframing

Surveys & Forms

User Interviews

UX Research

Information Architecture

### Software

Figma/FigJam

Jira & Trello

Sketch

Adobe Creative Cloud

Invision

LeanKit

### Additional Expertise

Cross-functional Collaboration

UX Accessibility

Usability Testing

Agile Methodologies

Client Management

Event Planning

## EXPERIENCE

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### Dell, User Interface Engineer 2 2018 - 2022

- Designed SaaS Reporting Site “Blueprint” & ‘Signal’ within PowerBI in Adobe XD
  - User Interviews, Surveys, Wireframes, Organizing Color Palette, Logo Creation, Icons, Creation of responsive design design systems, Branding
- Distributed Designs and Communicated with multiple developers on different projects
- Designed internal tools for user Analyst to Interact with Machine Learning Models
  - Wireframes, sketches, Logo Creation
- Created Client Intake & Exit Process
  - Forms, Icons, Surveys
- Researched user needs regarding future business products
- Advocated for User-Centered Design practices to be included in decisions
- Led Strategy Sessions on applying Design Thinking to project management
- Created PowerPoint Templates for Internal Design Team use.

## **Freelance UX Designer** 2017 - 2018

- Xplosion iOS App Redesign - Data Visualization, IoT, Interaction Design
- Holiday Inn Business Traveler for iOS - UX Research, Interaction Design

## **mindWireless, Lead Mobility Care Associate** 2013 - 2017

- Interviewed, onboarded & trained new hires
- Discovered excess carrier fees, resolved, & saved clients over \$15,000
- Redesigned the user experience of monthly cellular usage reports

## **Various Positions** 2007 - 2013

- Launched home organization strategies for clients
- Client Management and Support
- Expanded role to include client interactions with a CPA firm
- Designed Coloring Pages for a local Library

## **EDUCATION**

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### **General Assembly User Experience Design Immersive Bootcamp**

- 480+ hours of expert-led instruction and hands-on learning of UX design fundamentals
- Managed the entire lifecycle of digital UX projects (website and mobile application) for clients from concept to operationalization
- Collaborated with strategic partners to co-create seamlessly integrated customer experiences
- Conducted research, workshops, service blueprints, wireframes, prototypes, and usability testing, to craft impactful customer experiences

### **General Assembly Visual Design Course**

- Learned the Keys to Production-Ready Digital Designs in Figma.
  - Research to inform content strategy and design decisions
  - Create a digital design solution that balances client needs and user goals
  - Learned best practices in composition, typography, imagery, and colors

### **Edward Tufte Design Courses**

- "Presenting Data and Information"

### **Additional Training**

- "Developing Emotional Intelligence"
- "Thinking Outside the Line"
- Community Outreach Training