

J/C JOLENA CLOSE

USER EXPERIENCE SPECIALIST

- 512-769-3341
- jolenaclose@gmail.com
- Norcross, GA / US
- linkedin.com/in/jolenaclose
- jolenaclose.com

ABOUT ME

Empathy, curiosity, problem-solving, and communication have been key to my success as a User Experience Specialist.

Simply put, my passion is learning about users, their needs and behaviors, to help shape their experience by connecting them to the information they seek or supporting them in completing tasks through meaningful and effective visual design.

SKILLS

- User research & personas
- User interface & interaction design
- Usability testing/evaluation
- Information architecture
- Analytics (metrics)
- Mobile app design
- Responsive design
- Wireframes/flows & prototypes
- HTML5 & CSS3
- Content Management Systems
- Accessibility
- Adobe Creative Suite & Axure

EDUCATION

Master of Science Human-Computer Interaction

DePaul University

2014

Bachelor of Arts Mass Communication

Grambling State University

2006

EXPERIENCE

Northrop Grumman Corporation / Atlanta, GA November 2014 – August 2020

User Experience Specialist Team Lead (2017 – 2020)

Provided user experience (UX) analysis and design for complex website redesign projects supporting high level organizations within the Centers for Disease Control and Prevention (CDC). Led a creative team and worked proactively with a diverse group of stakeholders that included senior management, content managers/subject matter experts, and developers.

- Led a user-centered web process integrating UX tasks into the overall development process, developing thorough and realistic plans that supported organizational objectives
- Analyzed audiences and their information and functional needs through user research activities including stakeholder interviews, metrics analysis, and surveys
- Created wireframes, working prototypes, and other artifacts to describe the visual quality, functions, and interactions of the intended user experience
- Conducted user testing to get a baseline for existing websites, and to test proposed redesign solutions, including card sorts, tree tests, and usability studies

User Experience Specialist (2014 – 2017)

Supported all aspects of the user-centered design (UCD) process for CDC's National Center for Chronic Disease Prevention and Health Promotion's public-facing websites and mobile apps.



JOLENA CLOSE

USER EXPERIENCE SPECIALIST

EXPERIENCE

Northrop Grumman Corporation / Atlanta, GA

November 2014 – August 2020

User Experience Specialist (2014 – 2017) ... continued from page 1

- Consulted with stakeholders, communicated effectively, and translated business goals for requirements gathering
- Planned UCD strategy for projects based on customer needs, budget, and priorities, and integrated tasks into the overall development process
- Conducted user research and usability testing using proven industry best practices, including interviews, card sorts, tree tests, surveys, usability studies, and metrics analysis; defined user goals and information needs
- Evaluated legacy websites and web apps by conducting baseline tests, heuristic evaluations, and analyzed user feedback from Foresee
- Outlined recommended organization of content/information architecture based on users' mental model
- Designed clean, consistent user interfaces for various platforms, including web and mobile apps, using knowledge gained from user/product analysis
- Produced wireframes and interactive prototypes and defined user interface specifications for handoff to development team

Texas Department of Aging & Disability Services (DADS) / Austin, TX

July 2012 – October 2014

Web Designer

Introduced and educated agency on the benefits and value of UCD, and provided strategic direction for migrating existing websites to responsive design

- Assisted in design and development process for site migrations using advanced web development and graphics software
- Conducted user research and site evaluations, and used Google Analytics to perform audience needs analyses
- Analyzed existing agency websites to ensure consistency with the DADS Internet policy and other agency web design standards in compliance with federal and state web accessibility requirements