**Emily Covey Title**

Albuquerque, NM [Portfolio](https://coveyemily.wixsite.com/my-site-6)

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I am an empathetic optimist with a gift to connect with others. I'm driven to promote accessibility through human-centered design & the double diamond process. My drive for research stems from my background in program management & child development. I’ve worked intimately with clients & students to gather and analyze data while leading teams to consistently deliver unique and meaningful experiences.

**Skills**

***Tools:*** Figma, Miro, Wix, Maze, Adobe XD, Photoshop, Canva

***Methodology***: [Product Design](https://docs.google.com/document/d/1fEt-V_MLwH3bxOCuqh_QimvsyrcXMULzrpbgWI42STI/edit), Qualitative and Quantitative user research, prototyping, wireframes, branding, mockups, and user personas.

**Projects**

**Stopify** | Public Transit Case Study

* Developed and designed a mobile bus schedule and tracking app that allowed users to track public buses in real-time, view bus schedules, and predict future arrival times.
* Conducted user surveys and interviews, and crafted user stories and personas to create MVP.
* Created user flow chart using Miro; Crafted wireframes, low and high-fidelity prototypes in Figma

**Client Project** | 5 Star Interpreting

* Crafted a patient portal for deaf patrons to personalize their interpreter preferences
* Developed and designed a drag and drop ranking system to streamline communication to internal teams
* Built with: Figma, Figjam, Canva, Mirro

**Headspace Redesign** | [Headspace Redesign](https://www.figma.com/proto/w8GRE1cxDuElGypGdF4Nqu/Capstone-Project---Headspace-redesign?page-id=297%3A3593&node-id=298%3A3655&viewport=4057%2C-1469%2C0.37&scaling=scale-down&starting-point-node-id=298%3A3655)

* Improved Headspace’s onboarding process to engage and ease users into meditation
* Designed a cohesive explore page to create hierarchy and simple navigation through the app.
* Conducted surveys, user interviews, and created personas to communicate concepts effectively.
* Built with: Figma, Figjam, Canva, Mirro, Adobe XD

**Experience**

**Grants Cibola County Schools Grants, NM**

***Administrative Assistant to the Superintendent 05/2020 – 07/2021***

* Organized and facilitated board meetings which included coordinating with local news channels, scheduling, transcribing meetings, and collaborating with citizens to address the board.
* Oversaw and crafted content for social platforms under Grants Cibola County Schools.
* Built and maintained excellent customer relationships through timely responses to inquiries and going above and beyond to accommodate unusual requests.
* Performed complex and confidential administrative-related functions with tasks as needed by the Superintendent.

**Program Director Aurora, CO**

***Brain Balance Achievement Centers 03/2019 – 03/2020***

* Tracked and analyzed data for each student to iterate and implement changes to their individual plan throughout the program.
* Oversaw team of 8 personnel focused on Team Development, employee morale, and performance training.
* Pitched and built new programming strategies and one-off feature shows to boost audience interests and diversify offerings.
* Developed Sensory Motor programs from the ground up, laying out framework and defining roles which increased revenue and enrollment by 20%.

**Education**

**Certificate, Program Name Remote**

***Thinkful 08/02/2022***

* Applied both qualitative and quantitative research methods to continuously improve end-user experiences.
* Evaluated user research to convert ideas and requirements into planning tools such as journey maps, user personas, and storyboards.
* Devised site maps, user flows, wireframes, and mockups for designs based on user feedback.

**Volunteer**

**International Language Program Nanjing, China**

***English Teacher 01/2020 – 07/2021***

* Educated both Primary and Elementary Students using the Duolingual methodology taught similarly to how they learn their native language naturally as a young child.
* Worked hands-on with both Primary and Elementary students to engage and encourage children as they learn English.
* Evaluated & tracked data from students and head teachers to iterate and plan lessons catered to their needs.