

Maddie Reynolds

UX Designer | madeline.reynolds92@gmail.com | www.uxmaddie.com

OBJECTIVE

I am a UX Designer, currently based out of Brooklyn, NY, seeking remote opportunities in the tech world. In addition to being passionate about human-centered design and information architecture, I am also a passionate storyteller. This love of storytelling, along with my history working in CX, advocating for and empathizing with customers, shows up in my designs and helps me to put myself in the users' shoes.

EXPERIENCE

Customer Experience Specialist | Brooklinen

August 2019 - Present

- While my role began mostly with assisting customers, I am now focused on assisting remote teams and answering questions for other agents.
- I also take on various tasks and projects focused on the operations and business development sides of the business.

Service Associate | Trunk Club

August 2017 - June 2019

- It was my job to assist both customers and internal stylists with their questions and requests.
- Leadership: I was entrusted to act as "Expert on Duty," assisting colleagues with questions and escalations while the management team was away and I was even asked to step in as acting manager on multiple occasions.

EDUCATION

Product Design Bootcamp | Flatiron School

B.A. in Communications, Media, & Theatre |
Northeastern Illinois University

TOOLS

- Figma
- Adobe XD
- Miro

SKILLS

- User Research + Interviews
- Information Architecture
- Wireframing
- Prototyping
- Microcopy
- Responsive design
- Basic HTML & CSS
- Customer Experience
- Communication
- Presentation Skills

CERTIFICATES

UX Design

Google
In progress

Intro to UX Design

CareerFoundry
June 25th, 2021

The Fundamentals of UX Writing

UX Content Collective (Formerly the UX Writer's Collective)
October 14th, 2021