

Experience

Innovation Designer @ IBM | Oct. 2023 – Current

Lead business design strategy on large-scale AI projects for federal departments. Blend service design, business strategy, and product management methodologies to improve citizen experiences. Facilitate agile design sprints to help clients prioritize initiatives and co-build a scalable minimum viable solution.

Design Thinking Intern @ Southwire | Jan 2023 – Sept 2023

Promoted to Part-Time Consultant in July. Applied human-centered design methodologies to identify potential business opportunities for Southwire. Synthesized, communicated and presented research insights and findings to company leadership in immersive ways. Planned and facilitated design-thinking workshops for both external and internal company participants.

UX Research Co-op Intern @ IBM | May 2022 – Dec 2022

Identified and communicated new questions and appropriate research methodology. Conducted research studies to capture qualitative and quantitative data. Analyzed information using multiple user-centered research methods. Presented and delivered actionable insights for the team and stakeholders. Informed design decisions and forged new opportunities to improve IBM Security product offerings.

UX Researcher @ Georgia Tech | May 2022 – Dec 2022

Paid independent research on implications of student learning in a large online learning environment. Performed data collection through survey creation, interviews, and observations. Analyzed data through user-centered research methods (etc... literary analysis, card sorting, and mind-mapping). Work was presented to key stakeholders at Georgia Tech to influence development of future online classes.

Design Research Fellow @ Gensler | June 2021 – August 2021

One of the 42 fellows selected out of 900 applicants to move forward Gensler research initiatives through project work. Conducted literary analysis, lead and analyzed interviews, created informed insights, and tested designs concepts. Established Key Performance Indexes based on research in social justice, climate change, and measurable impact. Work was presented to Gensler executives to influence future company strategy.

Education

Georgia Institute of Technology

2019 - 2023 | Highest Honors

B.S. Industrial Design, additional focus in Computing & Intelligence

Activities

Catchfire Design Volunteer

Jan. 2024 - Current

President of GT Design Club

May 2022 - May 2023

Georgia Tech Tour Guide

Aug. 2022 - May 2023

CS 1301 Teaching Assistant

May 2020 - May 2022

Tools

Programs

Adobe Creative Suite (Photoshop, Illustrator, InDesign, Lightroom, AfterEffects), Figma, UserTesting, Java, Python, HTML, CSS

Skills

Design Thinking, Ethnographic Research, Information Architecture, Persona Libraries, Rapid Prototyping, Relationship Mapping, Service Design, User-Centered Design Methods, Experience Design, UI Design, UX Research, Graphic Design



Erin G. Kingsley

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