

callie j spears

(567) · 208 · 8021

calliejspears@gmail.com

www.calliejspears.com

experience

Compucom · *Fully Remote*

Senior UX / UI Designer | Jan. – June 2023

- Revamped company's keystone product in three months, increasing customer usage by 20% and reducing operating costs by \$1.8m/year.
- Designed and implemented multilingual digital support increasing customer adoption by 25%.
- Researched and presented opportunity to reduce ticket operations by 19% saving \$1.1m in the first year.
- Researched and designed a feature in one month to reduce the time our agent's spent creating tickets by 89%. Opportunity to reduce operating costs by \$1.7m annually.

Compucom · *Fully Remote*

Mid-level UX / UI Designer | July 2021 – Dec. 2022

- Presented research findings and demos of new products monthly to the broader business teams.
- Presented a 5-step plan of research and data to re-haul knowledge management to managers and executives.
- While finalizing products, produced multiple customer-facing videos to drive customer adoption and user understanding.
- Designed dashboards to house and categorize chat data to drive business learnings and research studies.
- Created the company's first user research panel to drive user acceptance testing and generative research.

Live Well Collaborative · *Cincinnati, Ohio*

UX / UI Co-op | Aug. 2020 – May 2021

- Engaged in the design thinking process from initial research to refinement.
- Conducted user research, translated research into concepts, ideated solutions, and refined products per client feedback.
- By second rotation, was solely managing a project including corresponding with stakeholders, conducting presentations, and working closely with clients.

Gallagher & Associates · *Silver Springs, Maryland*

Graphics Co-op | May – Aug. 2019, Jan. – May 2020

- Collaborated on multidisciplinary teams to create new and renovated museum exhibitions.
- Constructed wall elevations and conceptualized new graphics.
- Ideated physical interactives, produced final artwork, and created infographics.

education

Flavio Coding Bootcamp

April 2023 · 20 weeks

Full Stack Development Bootcamp

Learned basics of HTML, CSS, JS, Node.js, React, Next.js, API's, and databases.

University of Cincinnati

College of DAAP

Communication Design Class of 2021

Marketing Minor · Magna Cum Laude

GPA: 3.84

Van Buren High School

Class of 2016 · Honors Graduate

GPA: 4.0

tools

Adobe Creative Cloud

- XD
- After Effects
- Illustrator
- InDesign
- Premiere Pro
- Photoshop
- Microsoft Office Suite
- Visual Studio
- Machine Learning
- Javascript
- HTML + CSS

ux

Journey Mapping

Research Synthesis

Data Visualizations

User Testing

Conducting Qualitative Research

Wireframing + Prototyping

experience

UC College of Medicine Admissions · Cincinnati, Ohio

Creative Design Intern | Aug. – Dec. 2017, Jan. – May 2019

- Designed marketing materials including an anniversary logo, infographics for their new lookbook, and t-shirt designs.

Kate Keating Associates · San Francisco, California

Environmental Design Co-op | Aug. – Dec. 2018

- Collaborated with team members to bring cohesive signage and wayfinding standards to environments.
- Conceptualized and ideated signage to fit into architectural plans.

Rhinestahl Corporation · Mason, Ohio

Marketing Design Co-op | Jan. – May 2018

- Designed marketing collateral.
- Executed photography for company events and company tools.