

Courtney Baker | UX Manager

www.courtneyreedbaker.com | contact.me@courtneyreedbaker.com | 408-857-2684

Experience

UX MANAGER Reputation, August 2018 – February 2023 (Prev: Lead UX Designer, UX Designer)

- Spearheaded a visionary strategy for the main product offering, conveying a complex AI as digestible human-readable insights for a complex set of persona types
- Executed a complete overhaul of the UI to create a more accessible and scalable solution
- Established user feedback processes by educating PM on the importance of user research, rallying for participants from our user base, and collaborating with product ops to implement in-platform feedback integrations
- Increased development velocity and decreased complexity by translating the design system into a UI kit for engineering
- Created communication and support networks within the design team by establishing regular meetings, encouraging collaboration, and establishing a culture of transparency and support
- Improved documentation and spec clarity by establishing a design ticketing process
- Increased design awareness and culture in the product organization by conducting educational sessions on UX design best practices and trends

UX DESIGNER Enlume, Inc., July 2017 – August 2018

- Leveraged my comprehensive UX expertise to execute all initiatives on usability, interaction, and user interface design
- Spearheaded the qualitative research and visual design directives
- Utilized clear communication techniques to guide stakeholders from general ideas to concrete solutions
- Educated stakeholders about industry standard usability practices
- Collaborated cross-functionally with international engineering, visual design, product and project management teams
- Applied human-centered design philosophies to medical technology systems in a culturally sensitive manner

UX DESIGN CONSULTANT Independent, June 2016 – June 2017

- Contributed critical usability insights to cross-industry clients
- Clients reported increases of up to 242.2% in page views and high satisfaction with my thorough, data-driven design approach
- Clients: IBM, Upland Software, Parity One, Integra Training, Global Warming for Busy People, West Mountain Sign, Live Fit Live Travel

Education

UX + UI DESIGN EDUCATION

- **Cooper Professional Education** – Interaction Design (Grad. Jan '17)
- **Bloc, Inc.** – UX + UI Design Apprenticeship (Grad. June '16)

SAN JOSE STATE UNIVERSITY

- **Philosophy**, B.A. (2011 – 2013)