stephanie.commdesign@gmail.com
stephanieportfolio.wordpress.com
903.749.4215

Stephanie I. Long
UX/UI Designer

General Motors // July 2019 - present

UX Design Lead, Help & Support
- Lead a small team of product designers. Our team drives the vision for in-vehicle, native app, and web user experiences.
- Increase customer value by empowering customers to find solutions on their own, while reducing call volume for the contact centers

Lead Product Designer
- Lead a cross-disciplinary team to deliver wireframes (Figma), visuals, and copy for the Data & Privacy web experience, launched in My Account, Nov 2022

User Experience (UX/UI) Designer
Project: Global Privacy (CCPA, LGPD, PDPA)
- Designed the user experience for the California, Brazil, and Thailand privacy request forms, giving customers the ability to exercise their privacy rights
- Created the wireframes for the tool that Data Privacy Analysts use to process thousands of customer requests each year

Project: Advisor Workbench (AWB)
- Conducted a heuristic evaluation of AWB in the early stage of its development
- Led a time-on-task competitive analysis of 20 advisors

Texas State University // September 2014 - July 2019

Certification Officer
- Advised students through the teacher prep program
- Certified 300-500 teachers each semester
- Redesigned the department website resuliting in reduced call volume to the office

Office Manager and Test Center Supervisor
- Supervised 10 volunteers who proctored certification exams
- Budget, inventory, and records retention

Independent Graphic Designer // August 2013 - August 2019

Graphic Designer, EMA Engineering & Consulting Firm
- While working full-time and taking graphic design classes, I took on freelance work and designed promotional materials (InDesign, Photoshop, Illustrator) for EMA

EDUCATION

MFA,
Communication
Design,
Texas State
University,
In progress

BA, History, The
University of
Texas at Tyler

SKILLS
15 years experience in **leading small teams**

10 years experience in **graphic design**, **user experience design**

5 years experience in **UX research**, **heuristic evaluation**, **usability testing**, **interviews,** and **focus groups**