Jennifer Gunn
User eXperience design

JG

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Portfolio: **www.jgunn.net**

Personal & teaming skills

- Creative problem solving
- Collaboration and team building
- Excellent verbal and written communication skills
- Mentoring & leadership

Key skills

- 10+ years usability experience
- UX project team leadership
- Agile UX
- Interaction & visual design
- Mobile & responsive design
- Wireframes & high-fidelity mockups
- Visualization, demos & functional prototypes
- Requirements gathering
- Workflow analysis & use cases
- Project planning, estimating & tracking
- Usability testing & reports
- Heuristic evaluations
- Ethnographic research
- Branding & standards

Experience

User experience designer, Percona

- Worked with a senior developer to design a new database application tool, including wireframes and high fidelity mockups.
- Created branding materials for development use.

Senior business analyst/user experience analyst for Take Care Health/Walgreens

- Worked closely with users and business stakeholders to elicit requirements and build use cases for electronic health record (EHR) applications.
- Created wireframes and click-through prototypes; created high fidelity mockups for enhancements to mature applications.

Senior UX designer, Deloitte & Touche

- Specialized in large, enterprise-wide application and website design projects for 50,000 users in the U.S. plus 130,000 global users.
- Provided user experience (UX) and analysis services to all functions of Deloitte, including Tax, Consulting, Audit, and Global.
- Worked with users and stakeholders to identify requirements and build use cases. Partnered with BAs, graphic designers, architects, developers, QA analysts, and product owners throughout the SDLC.
- Worked closely with architects and developers to design back end administrative and reporting applications.
- Created detailed process workflows and user stories.
- Planned for sprints and tracked backlog items for Agile projects.
- Oversaw and conducted user research and testing to guide UI design.
- Created wireframes, high fidelity mockups, and prototypes for mobile devices and desktops, including responsive web application designs.
- Piloted iRise for requirements visualization. Mentored UX team members studying for HFI Certified Usability Analyst certification.
- Led UX project teams, managed contract resources, and estimated and tracked milestones, deliverables and risks. Worked with virtual and offshore project teams, across cultures and time zones.
- Created and maintained branding standards and style guides.

Tools

- Fireworks, Photoshop, Visio & MS Office
- iRise, Balsamiq, Axure
- MS Project, Urban Turtle
- Case Complete, Quality Center
- HTML, CSS (basic, personal use)

Certifications & affiliations

iRise Certified Modeler, July 2009

Certified Usability Analyst, HFI, March 2008

User Experience Professionals Association

Education

Bachelor of Arts, English, University of Iowa.

Work history

Percona (contract, remote)	▸ User experience designer	May 2013
Take Care Health/ Walgreens Franklin, TN	▸ Senior BA/UX analyst	August-November 2012
Deloitte & Touche Hermitage, TN	▸ Senior user interface designer	2006-2012
	▸ User interface designer & usability tester	2000-2005
	▸ Technical writer, HTML online help	1998-1999
Tanner Corporate Services Nashville, TN	Contract technical writer, HTML online help	1998
Envoy Corporation Nashville, TN	▸ Business analyst & BA team lead ▸ Technical writer	1996-1997
MARTA Technologies Nashville, TN	Technical writer	1995-1996