**Charlie Gardner**

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**UX Designer** – **Freelance Consultant** – **Remote Jun 2020** – **Present**

Provide UX-design consulting services to clients. Gather requirements from stakeholders. Create research plans, conduct users interviews and qualitative usability testing. Diagram workflows, design sketches, wireframes, and prototypes. Collaborate with agile software-development teams. Present user insights to stakeholders.

* Increased conversion rate by 20% for ecommerce shop using interviews, sketching, and Axure prototypes.
* Increased donation task completion by 40% for charity website with content audit and A/B testing in Optimizely.
* Delivered 52 prioritized UX recommendations to B2B-software executive team using heuristic evaluation.

**UX Certification** – **Nielsen Norman Group** **May 2020**

Earned Interaction Design specialty by completing 30 hours of instruction and passing 5 exams. Studied design thinking, usability testing, customer journey mapping, visual design, paper prototyping, digital prototyping, contextual inquiry, Lean UX, Agile software development, information architecture, and content strategy.

**Sr. Environmental Educator** – **State of Texas Aug 2016** – **Mar 2020**

Responsible for environmental, agricultural, and cultural education lessons for schools, communities, and public. Managed yearly budget of $500K. Managed and developed a content team of 4. Designed curriculum related to field studies and seasonal programs. Recruited and trained volunteer staff.

* Delivered a new educational-content series on time and under budget.
* Reduced costs by 10% by standardizing team’s project-management tools.
* Achieved 100% retention of high-performing team members over 3 years.
* Identified and resolved top community pain points using Qualtrics surveys and facilitating workshops.
* Secured promotions for 2 team members by delegating tasks and documenting their impact.

**Naturalist II** – **Museum of Science & History** – **Jacksonville, FL** **Aug 2013** – **Jun 2016**

Led formal and informal educational programming. Performed school outreaches and offsite community engagement events as scheduled. Supervised and trained interns and volunteers. Served as a natural science resource for the public and museum staff.

* Earned 97% overall satisfaction rating from attendees across 30 school events.
* Reduced volunteer training time by 25% by redesigning onboarding materials using interviews.
* Recognized with “All-Star” award given to top 5% out of 300 employees.

**Associate Naturalist** – **Museum of Science & History** – **Jacksonville, FL** **May 2011** – **Jul 2013**

Assisted with creating educational programming. Researched and wrote content for exhibits, presentations, and brochures. Served as natural-science resource for public and museum staff.

* Researched, wrote, and delivered brochures for new exhibit 3 weeks ahead of schedule.
* Presented museum’s most popular exhibit of the year to over 1,000 daily visitors.

**Barista** – **Starbucks** **Jul 2009** – **Apr 2011**

Entered and prepared orders to specifications. Resolved customer service issues. Performed maintenance tasks.

* Recognized with “Bravo” award for outstanding customer service metrics for region.

**MS Biology** New York University, New York City, NY, 2009.

**BS Biology** University of Chicago, Chicago, IL, 2007.