IAN PALMGREN

UX/UI DESIGNER

CONTACT

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DESIGN

SKETCH
FIGMA
ADOBE XD
ILLUSTRATOR
INDESIGN
AXURE
TABLEAU
INVISION

TECHNICAL

HTML/CSS
JAVA
PYTHON
SQL
IOS (SWIFT)

INTERESTS

GRAPHIC DESIGN
WOODWORKING
RHINO (CAD)
3D PRINTING
LASER CUTTING
GUITAR
BREWING
RUNNING

EXPERIENCE

AUG 2016 - SEP 2017

WEST MONROE PARTNERS: UX/UI Designer & Business Analyst (Seattle, WA)

Consultant in the Customer Experience practice with a focus on digital strategy and design. Utilizes a creative mindset and customer obsession to find the balance between user-first designs and business requirements, resulting in powerful and effective user experiences.

- Managed an integration of backend services between two nationwide insurance carriers and their partners. Estimated to save $2bn+ in revenue on an annual basis

- Conducted 17 interviews, surveyed 319 agents, and analyzed website analytics to uncover insights in order to develop hi-fidelity wireframes and design a completely new agent portal experience

- Worked on a variety of cross-functional teams to build out 3 year roadmap for a national insurance carrier to completely redefine its agent user experience

JUN 2015 - AUG 2015

NORDSTROM: Mobile App Developer (Seattle, WA)

Software engineering intern on a team developing an iOS and Android app that connects sales associates with with customers for text-based item purchasing and 1:1 remote assistance.

- App earned $90,000+ in profit in the first three months of limited beta release

- Developed code for both iOS and Android, and maintained C#.NET server-side functionality

- Helped establish a partnership with the UX team to design, test, and implement new features

- Delivered a high-fidelity, fully interactive app prototype redesigned from the ground up with material design standards for the team to use as a vision for future releases

JUN 2014 - SEP 2014

CISCO SYSTEMS: IT Analyst & UX Designer (San Jose, CA)

Joined Cisco.com's Profile Manager team, and tasked with improving the user sign-up process through analysis and UX testing to identify challenges and bottlenecks. Coded independently and worked in tandem with developers to write and implement solutions.

- Wireframed and prototyped a future-state vision of mobile redesign of Cisco.com's Profile Manager for developers to use

- Helped reduce the number of required fields in the sign-up process by over 40%

- Created the branding for a new Enterprise Data Services analytics dashboard

COMMUNITY

JAN 2017 - PRESENT

UNIVERSITY FAMILY YMCA: Board of Directors (Seattle, WA)

Joined the University Family YMCA Board of Directors in January 2017 to help the YMCA prepare for a $35 million renovation project.

- Part of a sub-committee tasked with assisting homeless youth in the U District area and developing plans for increased youth homeless housing and assistance programs in the new facility

- (Fall 2018) Teaching kids (aged 6-13) coding basics and creative thinking in under-represented communities of Seattle

- Personally raised over $1,700 to send kids from poverty-stricken families to summer camps in the San Juan Islands for free

EDUCATION

2011 - 2016 CUM LAUDE

B.S. HUMAN CENTERED DESIGN & ENGINEERING: HCI
Univeristy of Washington, Seattle. GPA: 3.90

B.S. INFORMATICS: HCI
University of Washington, Seatle. GPA: 3.97