Delaney Cunningham

User Experience & Service Designer

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https://delaney.fyi

Selected Work Experience

Product Designer – HBO/Warner Media

(Contractor) January 2019 – Present; Seattle, WA

— Worked on an internal tool tasked with improving digital product consistency across devices, platforms, and customer touchpoints. This tool is used by designers, software engineers, QA, and product management

Service Designer – Seattle Public Schools, Special Education Department

(Contractor) May 2016 – Present; Seattle, WA

— Created journey maps and service blueprints to inform priorities for the department

— Worked closely with department leadership to influence and support process and policy changes to improve family experience and equity for students within the district

— Conducted research: stakeholder interviews, web analytics, user testing, and review of legal procedures affecting user experience

— Provided expertise and iterated on public-facing information design and communication strategies informed by facilitating workshops, feedback sessions, and co-design exercises with families and staff

Product Experience Designer – Pixels & Form Studio

(Contractor) April 2014 – December 2017; Seattle, WA

— Worked independently to interpret business requirements and technical specifications, defined information architecture, and created wireframes for complex, large-scope projects

— Advocated for users while respecting clients' business and technology needs across project lifecycles

— Extended existing design frameworks, prototyping additional UI patterns and producing mockups for development.

— Worked closely with developers and other designers to prototype and implement mobile applications and dynamic, responsive websites

Interaction & Experience Design Intern – Intel Corp.

January 2012 – September 2012; Hillsboro, OR

— Conducted exploratory market research, creating reports for internal stakeholders reviewing product landscape, analysis, opportunity spaces, and trends

— Prototyped and implemented a web application for internal use. Planned functionality with flow diagrams and wireframes, conducted user and performance testing, wrote extensive documentation for each end-user role

— Facilitated user testing and provided recommendations based on results

Webmaster – Western Washington University, Residences

October 2008 – December 2011; Bellingham, WA

— Assured consistency of University Residences websites with department web standards

— Worked collaboratively with web application developers and clients to meet client needs

— Maintained and validated persona definitions and user stories

— Performed usability testing of existing and proposed features, recommending evidence-based changes.

— Redesigned University Residences' website architecture; defined content strategy

— Modified user flows for the student technical support tool to enable self-serve support, reducing incidents that required direct staff intervention

Education

Bachelor of Arts – Western Washington University
Fall 2007 – Spring 2013; Bellingham, WA

Interdisciplinary degree: **Functional Design and the User Experience**

Minor: **Psychology**

Toolkit

— Human-centered design — Experience design
— Service design
— Design research
— Information architecture, affinity mapping, content strategy
— Sketching, storyboarding — Service blueprints, journey maps, user flows
— Wireframing
— Web and mobile standards
— Technical writing

— Sketch App
— InVision
— Adobe Creative Cloud
— Framer X
— Balsamiq
— Microsoft Office/Google Drive
— HTML/CSS
— Etc. (always learning)

Community & Leadership

— **IxDA Seattle** – Local Lead + Events and Programming Director. Volunteering since December 2013.

— **ACM SIGCHI** - Member

— **Teaching** – Laser cutting, design process, Sketch, and Adobe Illustrator. 2013 – Present

— **Award** – Winner of Startup Weekend Seattle: Greenovations – Canairy February 2014