

Evelyn Durbin

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SUMMARY

With over 6 years experience in UX Design, Evelyn is resourceful, detailed and flexible.

PROFESSIONAL EXPERIENCE

USAA

User Experience Designer via Yoh March 2023 - March 2024

- Designed an experience in Figma to address the number one complaint in banking. This flow was over 200 screens, in web and native and saved USAA \$1.2 million.
- Collaborates on the deposits team along with 9 design teammates. Deposits is in USAA Banking and focuses on experiences with new users
- Tests designs through user zoom. User testing was used to empathize with the user, improve pain points in the design, and create a positive impact.
- Completed Human Centered Design programs such as design thinking, design research, and facilitator growth. Participates as a QA advocate, and in the design culture committee

Meta

User Research Coordinator & Moderator via Experis May 2022 - February 2023

- Manages hundreds of user research sessions through the user intake, data collection, analysis, and conclusion research phases and ensures optimal quality and efficiency of data collection
- Executes over 95% accuracy in quantitative research by writing scripts to record accurate data, track facts patterns, and conclude outcomes to ensure user satisfaction
- Moderates 3-6 user studies per day and prepares concise, functional reports daily and monthly
- Conducts testing via SurveyMonkey and custom experiences through Python.

Conversifi

UX/UI Designer July 2021 - September 2021

- Designed company website to promote SaaS and effectively improved the user experience with a more modern and smooth design flow
- Communicated directly with the early start up stakeholders and designed in collaboration with their feedback
- Conducted user research and market research to design the ideal experience for the user
- Executes designs with advanced usage of Adobe Photoshop, Illustrator, XD, and Wix.

EDUCATION & CERTIFICATIONS

University of Washington *Bachelors of Interaction Media Design*

Google *UX Design Professional Certificate*

Google *Project Management Certificate*

Google *Native Design Certificate*