

SUMMARY Over twelve years of experience researching, analyzing, and designing human-centered solutions for digital services across multiple touch-points (web, mobile, devices) in consultancies and corporate environments, specializing in strategic design and new product development.

WORK EXPERIENCE**HPI School of Design Thinking Trainer****(D-school)**April 2013 -
Potsdam, Germany

› Mentoring student teams during the Design Thinking process.

Independent Consultant Design StrategistJan 2011 -
Berlin, Germany & Chicago, IL› Specializing in human-centered product and service design projects.
› Developing strategies and realizing solutions for clients with user experience design and design thinking methods.**Mayo Clinic Service Designer / Design Researcher**Center for Innovation
June - September 2011
Rochester, MN› Conducted primary research in various healthcare delivery systems.
› Analyzed research and created strategies for specialty healthcare services with a focus on patient experience.
› Facilitated innovation workshops with clinical teams.**Motorola, Inc Senior Interaction Designer**Consumer Experience Design
Feb 2009 - Dec 2010
Chicago, IL› Led user experience and interaction design for mobile products and services in the Companion Products portfolio
› Supported strategy and portfolio planning.**Microsoft Corporation User Experience Designer**Office Live
July 2006 - Dec 2007
Redmond, WA› Designed the end-to-end product experience of Office Live Workspace, Microsoft's first web collaboration service including all aspects of user interface, interaction design and cross service integration.
› Conducted qualitative user research and created prototypes for usability studies.**Windows Live Product Designer**

Windows Live

March - June 2006

› Developed information architecture for Windows Live design guidelines and defined interaction framework for features shared across Windows Live services.

The LUX Group Information ArchitectMarch - Dec 2005
Seattle, WA› Developed information architecture for websites and software applications.
› Defined company's information architecture standards and deliverables.**June 2004 - Feb 2005 User Interface Designer**

› Conceptualized and designed visual interfaces based on user research and analysis.

Eben Design User Interface Designer & Front-end DeveloperMarch - May 2004
Seattle, Washington› Developed design work for websites and applications.
› Designed graphic art for multiple web sites and interactive animations.**CONTRACT WORK & INTERNSHIPS****Wilhelm-Foerster Interaction Designer & Researcher****Observatory**
Oct 2002 - July 2003
Berlin, Germany› Responsible for design of project from concept to production.
› Conducted qualitative research; designed interaction and visual interface.
› Implemented final interactive application.**I.Way Corporation Web Designer & Front-end Developer**Sept - Nov 2000
Newport Beach, California› Prepared and designed interface for hospital ECG system.
› Designed accompanying marketing website for product.

Ursula Scholz JewelryFeb - May 2000
Berlin, Germany**Web & Graphic Designer**

- › Planned the brand identity and developed design guidelines.
- › Designed and produced the presentation of the designer's work on the web.
- › Created sales materials, posters, and booth for trade shows and retail locations.

Charite HospitalAug - Dec 1999
Berlin, Germany**Web Designer**

- › Defined information organization and designed layout for hospital's Immunology research department website.
- › Oversaw planning, design, and development of the project.

VPS-Studio BabelsbergMay - Sept 1999
Potsdam, Germany**Interface Designer**

- › Re-designed the presentation of VPS-Studio in the web.
- › Created, developed and designed a various webproject about chartering sailboats.
- › Worked with a team of multimedia artists to prepare the company's marketing video.

Altenburg Gera TheaterAug - Nov 1996
Gera, Germany**Graphic Designer**

- › Conceptualized and organized marketing and advertising.
- › Designed and implemented posters, flyers, and invitations for theater events.
- › Contact person for press and public relations.

EDUCATIONJan - Dec 2008
Chicago, IL**Master of Design Methods**Institute of Design, Illinois Institute of Technology
› Focus: Design Planning, System theory, Service Design, InnovationApril - Aug 2004
Seattle, WA**User Interface Design and Usability - Certificate**University of Washington, Department of Technical Communication
› User Centered Design Process, Usability Research Techniques, Concepts of Human-Computer InteractionApril 1997 - July 2003
Berlin, Germany**Visual Communication Design - Diplom**FHTW University of Applied Sciences and Arts
› Focus: Digital Media
› Thesis: "Design Creates Value, Konzeption und Gestaltung interaktiver Medien"Sept 1995 - July 1996
Berlin, Germany**Social Science**Humboldt University
› Relevant course work: User Research, Statistics**SPECIAL INTERESTS**

Methods and tools for design analysis and planning, Design thinking, Interaction design, User-centered design research, Service design, System thinking, Innovation in healthcare

PATENTSAutomated set-up of a collaborative workspace (WO/2009/151829)
Managing permissions in a collaborative workspace (WO/2009/151843)**LANGUAGES**German (native, fluent)
English (fluent)