

Tiana Tucker

Senior Product Designer
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WORK EXPERIENCE

Senior Product Designer 2022 - Present

Affirm | Remote

- Scope, plan, and develop design and research projects for complex and ambiguous problems
- Partner closely with cross-functional teams to ensure cohesion across various projects
- Leverage research and metrics to inform design decisions to deliver high-quality experiences resulting in user engagement and satisfaction improvements

Staff Product Designer 2021 - 2022

Twilio | Remote

- Collaborated with cross-functional partners to create designs and advocate for users' best interests
- Planned and conducted qualitative user research to capture insights regarding users' mental models, needs, workflows, and to validate design solutions
- Led design ceremonies, including design sprint planning, critiques, bi-annual planning, and workshops

Staff UX Designer 2018 - 2021

AT&T | Austin, TX

- Generated more than \$200M per year in savings by applying design thinking to enterprise problems
- Worked closely with user researchers to identify and support critical opportunities for user interviews, prototype testing, and ethnographic field studies
- Partnered with business groups to advocate for user needs during requirements gathering discussions

Interaction Designer 2017 - 2018

Mutual Mobile | Austin, TX (Clients: NBA and HEB Grocery)

UI/UX Designer, Government Contractor 2015 - 2017

Noblis | Washington, DC

SKILLS

Design: Adobe Creative Suite, Sketch, Figma, Airtable, Invision, OmniGraffle, Abstract, Zeplin, Webflow, Keynote, MS Office, Confluence, Jira, Zeplin, Webflow, User Interface Design, Prototyping, Wireframing, Usability Testing, Information Architecture, and Responsive Web Design.

Front-End Development: HTML, CSS, JavaScript, jQuery, Bootstrap, Agile, and Scrum methodologies.

CERTIFICATIONS

User Experience Certification, Nielsen Norman Group

EDUCATION

General Assembly, Washington, DC

User Experience Design Immersive

Elon University, Elon, NC

Bachelor of Arts. Major: Communication Science; Minor: Professional Writing