

Riley Knowles

she/her | US Citizen | Brooklyn, New York

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experience

Develop for Good (Friends of MLK), Product Designer & Manager

OCT 2023 - PRESENT | Brooklyn, NY (Remote)

- Leading the design and development of 0-1 website for nonprofit on cross-functional team of 6. Collaborated with customer to define user needs and opportunities, then proactively establish kanban task tracking to drive efficient delivery of site. Iterating on designs from customer feedback.

Spotlight Musical Theatre Academy, Product Designer (Contract)

JUN 2023 - AUG 2023 | Portland, OR (Remote)

- Delivered end to end redesign of local business' website to improve business credibility and site usability. Created design system, including multivariable components from brand references. Validated designs by achieving a 68% improvement to time-on-task KPI in usability testing.

University of British Columbia, Product Designer (Contract)

MAY 2023 - JUN 2023 | Portland, OR (Remote)

- Overhauled usability and accessibility of internal web app to reduce users' onboarding time, leveraging heuristic analysis to leanly plan and prioritize tasks. Partnered closely with engineer to support design system application and ensure accessible, performant implementation.

A&K Robotics, Web Development Intern

JAN 2020 - MAY 2020 | Vancouver, BC, CA (Hybrid)

- Transformed ambiguity into efficient processes in fast-paced, dynamic start up on cross-functional team. Improved brand representation while allowing engineer problem solving during robot malfunctions by implementing emergency cross-functional communication protocol.

activities

IterateUX Design-a-thon, Product Designer

MAR 2023 | Vancouver, BC, CA (Remote)

- Collaborated with designers to transform conceptual idea into impactful solution. Synthesized complex problem through user research, competitive analysis, journey maps and user flows, then developed innovative user-centered solution presented in high-fidelity mockups and prototypes.

education

University of British Columbia, BSc Computer Science

- **Award: 1st Place Overall Project in CPSC 436V: Information Visualization.**

Google UX Design Certificate

Tools: Figma, HTML/CSS, JavaScript/TypeScript, Webflow, D3.js, Tokens Studio, Jira, Notion, Slack, Google Suite

Skills: Visual Design, Interaction Design, Usability, Accessibility, Inclusive Design, Prototypes, Wireframes, User Flows, Journey Maps, Design Systems, Design Tokens, User Testing, User Research, Strategy, Agile, Spanish