Charleen Firlus
UX/UI Designer

let's chat
charleenfirlus.design
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education

BFA User Experience Design
Minor in Graphic Design
**Savannah College of
Art & Design (SCAD)**
2018 - 2021

skills

Storytelling, Rapid Prototyping,
Evaluative Research, Visual Design,
Data Visualization, Accessibility,
Product Management, Agile
Methodologies, Design Systems,
Conceptual Design Thinking,
Problem-solving, Information
Architecture

certifications

**IBM Enterprise
Design Thinking,** *2024*

**Google Project Management:
Professional,** *2024*

achievements

**Red Dot Award 2021 - Brands &
Communication**
Awarded Brand and
Communication win for senior
capstone "MO."

**Indigo 2021 Awards - Gold/
Silver/Bronze**
Awarded 11 Gold/Silver/Bronze
design wins in interface and
navigation for projects "Trucan"
and "brighter."

experience

User Experience Designer • THRIVE
Atlanta, GA | OCT '21 - Current

Developed an interactive journey map to streamline drug
product development processes and internal onboarding
procedures to increase operational efficiency. Revamped
Mirion Technologies' information architecture for a unified
website UI, aligning medical and industrial brands post-
acquisitions, enhancing user experience, and strategically
addressing key customer journey moments. Drafted mobile
system requirements with cross-functional stakeholders,
raising 40+ edge case conditionals for design validation,
and staged mobile device information architecture for FDA
510(k) submission using agile scrum methodology.

Graphic/UI Designer
Freelance | JAN '21 - Current
Enhanced online presence and brand visibility by
successfully designing and launching websites for a
clothing boutique and traditional watercolor artist.

User Experience Designer • Saasman Solutions
DEC '20 - MAR '21
Conducted user testing of a legal workflow application and
workspace: Cognito.

User Experience Designer • Deloitte x SCADpro
MAR '21 - MAY '21
Created a stress-free leave experience, integrating
Deloitte's existing capabilities into a reboot leave of
absence program and positively affecting Deloitte
employees.

Lead UX Designer • AMC/Coca-Cola x SCADpro
AUG '20 - NOV '20
Assisted in personal collaboration with The Coca-Cola
Company and AMC Theatres to research and develop
concepts to improve the in-theater concessions
experience.