Charleen Firlus
UX/UI Designer

let's chat

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education

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

skills

Design Systems	Evaluative Research
IA Mapping	Visual Design
Agile Scrum	Usability Testing
AI Integration	Data Visualization
Accessibility	Business Strategy
Storytelling	Accessibility

tools

Azure DevOps	Figma / Sketch
Microsoft Suite	Adobe Creative Suite
Framer X	Mural / Miro
HTML + CSS	Principle / Invision
JS + React	Jira

certifications

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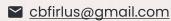Design Thinking,** *2024*

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

achievements

**Red Dot Award 2021 - Brands &
Communication**

Awarded Brand and Communication
win for senior capstone "MO."

experience

UX/UI Designer • THRIVE
Atlanta, GA | OCT '21 - Current

- Developed an interactive journey map to optimize drug product development and internal onboarding, resulting in a 20% increase in operational efficiency.
- Distilled Mirion Technologies' information architecture for a unified website UI in 15 frames, aligning medical and industrial brands post-acquisitions, enhancing user experience, and strategically addressing key customer journey moments.
- Collaborated with cross-functional teams to draft mobile system requirements, identifying over 50 edge case conditionals, which facilitated successful design validation and streamlined FDA 510(k) submission for software UI specifications.

Graphic/UI Designer
Freelance | JAN '21 - Current

Enhanced online presence and brand visibility by successfully designing and launching 3+ websites, brand guides, and 4+ logotypes.

UX Researcher • Saasman Solutions
DEC '20 - MAR '21

Conducted comprehensive user testing on 'Cognito', a legal workflow application, to enhance user experience and inform design improvements.

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.