

# Carissa Smith

User Experience (UX) Designer  
User Experience (UX) Researcher  
User Interface (UI) Designer  
Accessibility Specialist

## Contact

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## Qualifications

- UX Design & Research (17 years)
- Accessible Design (9 years)
- Technical Writing (10 years)
- Experience working as a leader, consultant, and practitioner
- Experience with client-agency relationships, corporate teams, and working in an Agile culture
- Excellent critical thinking, project management, organization, and communication skills
- Experience with application, website, and mobile app designs across a variety of industries

## UX Design

- Design thinking/User-centered design
- Wireframe concepts
- Prototypes
- Information architecture
- Specifications
- Accessible design
- Responsive design
- Consumer and B2B design
- Web-based application design/SaaS

## UX Research

- Contextual inquiry; user interviews
- Workshop moderation
- UX & accessibility audits
- User personas
- Card sorting & tree testing
- Usability testing
- A/B testing

I am a diverse **UX Design and Research practitioner** with direct experience creating useful, usable, and accessible interactions. Applying user research and interaction design methodologies, I have produced insightful and thoughtful designs for the healthcare, financial, information sciences, and consumer products industries.

## Career Experience

*October 2022 to March 17, 2025*

### **Senior User Experience Designer, Oracle Cloud Infrastructure (OCI)**

- Reimagine the templates, components, and style libraries used within Oracle Cloud User Experience, including leading workshops and participating in design reviews with senior leadership
- Lead information architecture restructuring project for OCI's Console product, across 100+ individual modules
- Create user flows, wireframes, prototypes, and design specifications for industry-leading OCI Console within compute, networking, and infrastructure monitoring modules

*August 2018 to October 2022*

### **Principal User Experience Designer, WorkForce Software (formerly User Experience Designer)**

- Establish industry-standard user experience practices and processes, expand the global UX team, and advance UX maturity within the organization
- Lead, mentor, and monitor work products for UX team members, including teaching usability methodologies
- Partner with product, QA, marketing, services, and sales to inform and create design frameworks
- Redesign 90s-era SaaS platform applications to deliver a modern, responsive, accessible, consumer-grade interface
- Conduct foundational and iterative usability research to inform design decisions and validate prototypes

*June 2015 to August 2018*

### **Associate UX Director, Perficient Digital, Inc. (formerly Lead UX Architect, Senior UX Architect)**

- Collaborated with UX Director and Brand Experience Manager on leadership activities, including mentoring staff, providing guidance on team and department growth, and contributing to sales efforts
- Conducted research and crafted design solutions for marketing, ecommerce, and B2B and SaaS applications within the automotive, insurance, medical, consumer product, and government industries
- Based on research, identified user and business goals to create balanced user-centered design
- Worked with clients to champion accessible design, performed audits, and created accessible design artifacts
- Created user flows, design prototypes, perform usability testing, and deliver wireframe specifications
- Managed multiple projects and maintain client relationships

- Surveys
- User and task analysis
- Journey mapping

## Education

### **Web Design, Washtenaw Community College**

User experience design, graphic design and XHTML/CSS development. Graduated with Honors

### **Bachelor of Science in English,**

### **Central Michigan University**

Business Administration and Spanish minors

## Achievements

- Presented at multiple industry conferences, including Agile & Beyond and Agile Alliance
- Received design patent for handheld glucose monitoring device (Patent # D622394)
- Presented at multiple industry conferences, including the UPA National Conference
- Contributed to Nielsen & Norman Group's whitepaper, "Agile Usability: Best Practices for User Experience on Agile Development Projects."

*April 2013 to June 2015*

### **Director of User Experience, Deque Systems, Inc.**

- Established user experience and accessible design practices, and built UX team
- Researched business and user needs and identified new product opportunities
- Identified personas and crafted interaction design for commercial accessibility testing tools
- Created prototypes, performed usability testing, and delivered wireframe specifications

*January 2010 to April 2013*

### **Principal User Experience Designer, ProQuest, LLC**

- Led, mentored, and monitored work outcomes for a team of user experience designers
- Performed needs analysis and created interaction design for commercial web-based research tools
- Planned and conducted usability testing to identify baseline and usability improvement metrics

*July, 2005 to January 2010*

### **Independent Usability Consultant, Menlo Innovations, LLC and TecEd, Inc.**

- Completed heuristic reviews and user/task analysis for client product
- Produced working prototypes and design recommendations based on user and business goals
- Moderated lab-based usability test sessions and published findings to clients
- Partnered with stakeholders and maintained client relationships