

Abigail Luchsinger

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Strategic facilitator and process designer passionate about extraordinary customer and team experiences.

EXPERIENCE

The Co-Active Training Institute | Customer Experience Advisor Remote | January 2022 - Present

- » Delivering live informational webinars and Q&A monthly to 80+ global prospective clients.
- » Designing customizable email templates and sequences to anticipate user needs for identified personas.
- » Advising clients on products and sequences to meet client needs and exceed company enrollment goals.

Forum Theatre | Stage Manager Wichita, KS | August 2022 - Present

- » Designing and managing rehearsal schedules, actor information/paperwork, backstage flow charts, etc.
- » Tracking and relaying all sound, set, props, blocking, and music changes to production team and cast.
- » Leading actor and technical pre-show checks, delegating backstage duties to crew, ensuring on-time shows.

Saltech Systems | Digital Project Manager Ames, IA | August 2019 - December 2021

- » Established new project processes to improve external communication and internal communication between designers, developers, project coordinators, and business stakeholders.
- » Designed materials for and facilitated client onboarding training, project kick-offs, and demo critiques.
- » Analyzed and translated client needs and business requirements to design and development teams.
- » Created a monthly email newsletter and internship development strategy, materials, and calendar.

Iowa State University College of Design | Teaching Assistant Ames, IA | August 2020 - May 2021

- » Created and published weekly assignments, discussions, and course materials in the LMS.
- » Co-led 100-level (Design Contexts) and 500-level (Design Thinking) courses virtually.
- » Provided feedback on weekly assignments, discussions, and cumulative Design Sprint projects.

Iowa 4-H Extension | Program Assistant (AmeriCorps) Ames, IA | August 2018 – 2019, Summer 2020

- » Planned and lead statewide workshops, events, and summer camps with the Program Specialist.
- » Organized program data and streamlined process of monthly submissions, critiques, and presentations.
- » Designed the first App for the statewide Camera Corps program from requirement definition to high-fidelity prototype phases to be developed in Spring of 2021 and adapted across multiple state programs.

Cards for Women | Content Manager Ames, IA | March - August 2020

- » Managed a team of 7 editorial interns and facilitated a virtual “Writers Circle” orientation and workshop.
- » Implemented a remote submission and publication process for 80 curated weekly articles.

SunStream, A Division of AgriBank | Graphic Design Intern Saint Paul, MN | May - August 2018

- » Established a strong brand presence through digital B2B communications, brochures and standing banners.
- » Designed the new public-facing website from low-fi wireframe to interactive prototype phases.
- » Arranged meetings with department leaders and helped host events for visiting partner companies.

EDUCATION

Iowa State University Ames, IA | August 2019- May 2021

- » **Master of Industrial Design (MID)**
- » **Bachelor of Arts in Interdisciplinary Design** | Minor in Technical Communication

SKILLS

Communication: Public Speaking | Written Communication | Customer Service | Content Design

Management: Requirement Translation | Prioritization | Time Management | Team Mentorship | Asana

Creative: Design Direction and Feedback | WordPress | Wireframing | Adobe XD | CMS Management

Certifications: MBTI® Certified Practitioner (2020) | Co-Active Trained Coach (2022)

PROGRAMS AND HONORS

Iowa State University Department of Music and Theater (Fall 2017- Spring 2021)

- » Directed “Sun Clouds” in the 2021 *On the Horizon: Festival of Student Produced Work*.
- » Assistant Directed two mainstage performances.
- » Assistant Stage Managed the first entirely student produced musical at Iowa State.
- » Recorded, formatted, and delivered daily rehearsal notes for the cast and crew.
- » Led warm-ups, fight calls, and attendance for Tech week and performance weekends.

Iowa State Innovation Fellow | Gold level distinction, 500 hours (Spring 2021)

Featured Alumni | Iowa State University College of Design *Inspire* Newsletter (Fall 2019)

(D)innovation Student Engagement Representative (Spring 2019)

- » Collaborated with the planning committee to structure weeklong interdisciplinary design challenges.
- » Supported guest speakers and event set-up/takedown.
- » Managed team delegation, daily check-in, and personality workshops utilizing colored name tags.

Community Engagement Arts Management Intern | Design on Main Gallery (Spring 2019)

- » Engaged with gallery visitors and provided supplemental information on the rotating exhibits.
- » Maintained the gallery’s exhibitions assisting artists with set-up, takedown, and hosting their events.
- » Collaborated with the team of four interns to plan and lead a spring community arts event.

Arts Leadership Intensive | Kennedy Center American College Theater Festival (2019)

- » One of three students chosen for the Aspire Arts Leadership Intensive.
- » Presented *4-H Performing Arts Passport* summer camp proposal/portfolio in the festival Expo.