

# MARIA KUHN

314.471.3456

[maria@mariakuhn.com](mailto:maria@mariakuhn.com) · [www.linkedin.com/in/kuhnmaria](http://www.linkedin.com/in/kuhnmaria)

Professional consultant with the proven skills and experience to combine creative and usability viewpoints resulting in world-class web and mobile applications. Proficient in user experience (UX), user interface (UI) design patterns and standard user-centered-design (UCD) methodologies. Excellent communication skills with the ability to interact with people at all levels.

## EXPERIENCE

**JUNE 2019 – PRESENT** (CONTRACT – END DATE 12/31/2020)

### **PRODUCT DESIGNER/STRATEGIST** CHARTER COMMUNICATIONS

Strategic Projects team

Team advisor responsible for defining the overall UX vision for new products such as Agent Training Academy (ATA); an enterprise-level training application for Charter agents.

- Conducted interviews and usability testing with Charter agents and instructors
- Research and design for Morpheus and Single Pane of Glass POC projects
- Created interactive prototype for redesign of Escalated Customer Action Form (ECAAF)

**FEBRUARY 2019 – MAY 2019** (CONTRACT)

### **SENIOR PRODUCT DESIGNER/UX ARCHITECT** BAYER

Crop Science - Logistics Team, Velocity Materials project

UX design for an enterprise-level application to manage locations and track plant history.

- Conducted field studies with greenhouse workers, researchers, scientists
- Facilitated design sessions with users and developers, onsite and remote
- Created interactive prototypes for handoff to development

**APRIL 2018 – FEBRUARY 2019** (CONTRACT)

### **CX/UX CONSULTANT** MASTERCARD

1V4C (One Voice For Customer) initiative – b2b clients

- Conducted customer interviews/discovery sessions, onsite and remote
- UI design for new agent platform using Salesforce Lightning Design System
- Created/facilitated ‘speed dating’ workshop to improve internal communication

**AUGUST 2016 – MARCH 2018**

### **CONSULTANT, EXPERIENCE DESIGNER** DAUGHERTY BUSINESS SOLUTIONS

Clients: AB-InBev, Rabo AgriFinance, HEROES Care, American Commercial Barge Lines (ACBL)

- Lead UX designer for the HEROES Care InReach Network project
- UI design for financial institution customer dashboard
- Designed components for barge line app based on Angular Material 5
- Created design system for beverage company to ensure consistency for internal apps

**APRIL 2015 – AUGUST 2016** (CONTRACT)

**LEAD UX DESIGNER** SCOTTRADE

Projects: Cash Management, Anti-Money Laundering (AML), Know Your Customer, Scottrade Advisor Services (SAS)

- Lead UX designer for Cash Management project
- Lead UX designer for Scottrade Advisor Services (SAS) platform redesign project
- Conducted usability testing, accessibility testing, heuristic reviews

**SEPTEMBER 2014 – APRIL 2015** (CONTRACT)

**BUSINESS SYSTEMS CONSULTANT IV** WELLS FARGO ADVISORS

SDL Tridion Migration project

- Researched and interpreted SEC and FINRA regulations for electronic content retention
- Designed schemas and reusable templates for SDL Tridion WCM

**MAY 2012 – SEPTEMBER 2014**

**MULTIMEDIA PROJECT MANAGER** ELSEVIER

Nursing team | Science and Technology (S&T) team

- Created digital courses on Evolve, the online portal for healthcare educators and students
- Managed interactive eBook (epub3) pilot project
- Led effort to implement design system for book companion web sites

**APRIL 2010 – APRIL 2012** (CONTRACT)

**UX DESIGNER/FRONT-END DEVELOPER** ELSEVIER

Elsevier Performance Manager (EPM) | Nursing web sites team

- Collaborated with development team to improve UX for EPM, a HR app for hospitals
- Updated code for public-facing nursing web sites to meet Section 508 Compliance

**FEBRUARY 2010 – APRIL 2010** (CONTRACT)

**WEB EDITOR** WELLS FARGO ADVISORS

Product Advisory Group

- HTML coding for Compliance approved marketing collateral

**JUNE 1999 – DECEMBER 2009**

**UX/UI/WEB DESIGNER/DEVELOPER** FIS

Online Banking team | Web Design team

- UX design for FIS Online Banking and credit card web applications
- Web Designer/Developer for over 50 bank public-facing web sites

## CERTIFICATIONS

SCRUM ALLIANCE, CSPO (Certified Scrum Product Owner) - <http://bcert.me/sbijydhag>

INTERACTION DESIGN FOUNDATION - [www.interaction-design.org/maria-kuhn](http://www.interaction-design.org/maria-kuhn)