

CHYNA SMITH

UX & Product Designer

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(314) 740-3817

EXPERIENCE

User Experience Designer, *The Boeing Company*

Nov 2018 - Present

- Conducts user research to build empathy and understand user goals, motivations, and behaviors.
- Performs various discovery and research activities (e.g. heuristic evaluations, competitive analysis, sitemaps) to gather data and implement best design practices.
- Designs and delivers personas, user journeys, wireframes, and low to high-fidelity prototypes optimized for a wide range of devices and interfaces.
- Participates in multiple design iterations on agile teams and facilitates cross-functional design meetings with other designers, developers and product managers.
- Mentors interns and new UX designers to cultivate user-centered design skills and processes.

Technical Consultant, *The Boeing Company*

Jul 2015 - Nov 2018

- Interviewed end users to plan, prioritize, and manage Boeing infrastructure requirements for new facilities.
- Collaborated with End User Services teams (e.g. network, telephony, print, video) to ensure appropriate alignment of requirements and recommend technical solutions.
- Communicated business case benefits and provided cost estimates while facilitating projects through the IT Service Manager gated review process.
- Compiled and distributed weekly project metric reports to managers and senior managers to provide visibility of their respective team's open consultation requests.

IT Project Manager, *The Boeing Company*

Jul 2014 - Jun 2015

- Defined project scopes and objectives for stakeholders and ensured technical feasibility and resource availability.
- Facilitated project team meetings with internal resources and third parties/vendors to track project statuses, budget, risks, and action items.
- Established and managed project schedules to ensure projects were completed on-time and within scope.
- Performed risk management analysis and determined the appropriate subsequent actions.

PROJECTS

Aircraft Readiness Log Database

Performed full redesign of a rehosted production line application to minimize data entry mistakes and improve operations.

Digital Campus

Conducted in-depth product design process from research and discovery to design and prototype for an enterprise learning portal.

SKILLS

Research

User Interviews, Usability Testing, User Personas, Heuristic Evaluation, Journey Mapping, Task Flows

Design

Storyboards, Style Guides, Web Design, Mobile Design, Wireframing, Interactive Prototyping

Tools

Sketch, inVision, Figma, XD, Photoshop, Illustrator

EDUCATION

M.P.S. User Experience Design

Maryland Institute College of Art, 2020

B.S. Logistics & Operations Management

University of Missouri - St. Louis, 2012

B.S. International Business

University of Missouri - St. Louis, 2012

LEADERSHIP

Boeing HBCU Engagement Partner

Mentor (Spelman College), 2020

World Usability Day 2019

Presenter, 2019

Product Design Bootcamp

Facilitator, 2019