

CYNTHIA POLLARD

USER EXPERIENCE DESIGNER

PERSONAL PROFILE

I'm a user experience designer focusing on designing for education and social good. I am most excited about projects that combine innovation with expert collaboration.

AWARDS & ACHIEVEMENTS

Awarded grant to research, design and implement innovative learning module for ClearerThinking.org two years in a row (2020 & 2021)

Lead Designer for Practice Spanish: Study Abroad, one of McGraw Hill's top products in world languages since 2014

SKILLS AND ABILITIES

- Adobe Design Suite
- Figma
- Wireframing/Prototyping
- User research
- Responsive web design
- English/Spanish bilingual, conversational German

CONTACT INFORMATION

Mobile: 210-379-1083

Email: pollard.cyn@gmail.com

Website: cynco.me

EMPLOYMENT HISTORY

Freelance Visual and Interaction Designer

Self-employed (2015 - Present)

- Collaborated with many small businesses and non-profits to design responsive websites and create visual branding
- Solved business problems using design thinking
- Consistent, enthusiastically positive customer feedback

Stay-at-Home Parent

(2016 - 2021)

- Achieved personal goal of being the primary caregiver to both of my children during the first 2 years of their lives

Senior Product Innovation Associate

athenahealth (2014 - 2015)

- Documented and presented the complex workflows of doctors and nurses in a hospital setting
- Helped lay the foundation for athenahealth's inpatient service

Game Designer

Muzzy Lane Software (2012-2014)

- Designed game mechanics for two language-learning products in collaboration with SMEs, including the college-level Spanish language game still in use by McGraw Hill
- Worked closely with all members of the development staff

EDUCATION

Google UX Design

Professional Certificate, June - November 2021

- 97% final course average

Human-Computer Interaction for User Experience Design

MIT Computer Science and Artificial Intelligence Laboratory (CSAIL), June - August 2020

Baylor University

University Scholars, concentration in Neuroscience and Linguistics, 2005 - 2009

- 3.6 GPA, 124 completed credit hours
- Member of Classics Honor Society, Eta Sigma Phi