# KIELL KOSBERG

explore//solve//design

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## SKILLS

**Methods**
Affinity diagrams
Cognitive walkthroughs
Competitive analysis
Contextual inquiry
Diary studies
Heuristic analysis
Information architecture
Journey mapping
Persona creation
Presentations
Prototyping
Stakeholder interviews
Storyboards
Usability reports
Usability testing
Whiteboarding
Wireframing

**Tools**
Adobe Illustrator
Axure RP
InVision
Keynote
Pen & Paper
Sketch
Trello
WCAG 2.1

## WORK

### UX Architect, Thomson Reuters
December 2017-present

Designed search enhancement features for the company's flagship product.
- Collaborated with business, developers, and UX teams to envision, define, iterate, and design applications.
- Gathered business requirements, prototyped solutions, and participated in research and data synthesis to understand user needs and contexts. Found consensus between user, stakeholder, technology, and accessibility needs and translated those needs into a compelling experience.
- Worked both at a strategic and granular level to understand how individual pieces fit together and how each piece relates to the other within a complex legacy product.
- Methods and tools: wireframing, prototyping, user research observation and synthesis. Axure, Sketch, InVision.

### UX Design & Product Apprentice, 7 Cups
September 2017-December 2017

- Research, content strategy, data analysis, information architecture, and design for top landing pages improvements.
- Planned, performed and analyzed a 4 week diary study with teen users.
- Methods and tools: usability testing, qualitative surveys, data analysis, wireframes, content writing, and collaboration with developers. Sketch, Invision.

### UX Designer, Freelance
July 2017-December 2017

- Freelance, independent, and pro-bono work, including research, usability analysis and testing, labeling and flow planning, heuristic evaluation, and prototyping.

### User Experience Design Student, Prime Digital Academy
March 2017 - July 2017

**Mobility 4 All**
- Performed deep-dive team research including user and stakeholder interviews, competitive analysis, ethnographic research, and usability tests.

- Created a mid-fidelity interactive prototype for an accessible rideshare application reflecting research findings and WCAG accessibility recommendations.
- Methods and tools: Interviews, persona creation, competitive analysis, journey map, wireframes, interactive prototypes, usability testing. Illustrator, Sketch, InVision, Stark.

**Peace Coffee**
- Performed research with users and stakeholders. Created a prototype for a site asset designed to increase the company's transparency about climate change and its effects on the coffee industry.
- Methods and tools: Qualitative research, triad study, photo study, secondary research, wireframes, high fidelity prototypes, and usability testing. Sketch, Axure, Photoshop.

### Non-UX Work

**Client Services Specialist, Open Arms of Minnesota**
June 2015 - April 2017

**Antarctic Research Support Contractor, United States Antarctic Program**
October 2010-February 2015 (various contracts)

**Flight Attendant, Sun Country Airlines**
November 2013 - September 2014

**Server, Town Hall Tap**
Town Hall Tap. April 2012 - October 2013

**Contract Instructor and Interview Project Consultant, Leonardo's Basement**
June 2010 - August 2012

### Education

**Prime Digital Academy**
User Experience Design Certification. July 2017
- Gained a broad understanding of User Experience Design and Research methods, theory, and practice in an 18 week immersive accelerated learning program.
- Performed weekly case studies with a variety of user research, ideation, digital prototyping, and design evaluation methods.

**St. Catherine University**
BA, Spanish and Women's Studies. May 2007