

Carol Barger

Creative Producer, Experience Designer, Educator

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SKILLS & TOOLS

Product design process, research, analytics & oversight; design thinking, ideation, visual design,; creative visioning, usability testing, human centered design, accessibility. Adobe Creative Suite, Zoho, Visily, Figma; HTML, CSS, Javascript; video, CMS; Productboard, Jira, Trello, Microsoft Project.

EXPERIENCE

Creative Consultant, Fulltime, Part time or Contract

JAN 2016 - PRESENT

- Product experience designer and creative producer, enterprise, services, products, services and mobile applications.
- Skills: Product Vision · User Experience · Teamwork · Presentation Skills · Team Productivity · Presentations · Agile Project Management · Human Factors · Walkthroughs · Project Management Software

CHEGG SKILLS, Santa Clara, CA - Educator, Mentor and Content Design

AUGUST 2020 - PRESENT

- JUNE 2024 - Present: SOE/Learning Programs Content Reviewer, Chegg Skills Quality Operations.
 - Ongoing content reviews for various learning programs including Digital Marketing, AI Fundamentals, UI/UX and tools and Business Development.
 - Rejoined the new and revised UI/UX Design mentorship program for students enrolled in UX Design Certification.
- AUGUST 2020-JUNE 2024: Skills-UX Design Live Tutor, Live Q&A Moderator, UX Design; Team Advisor, Live Assessor.
 - Careers. learning content producer - UX Design & Careers. Educator, technical advisor for UI/UX design immersive, certificate, self-paced/flex and corporate sponsored programs.
 - Careers immersion content strategist for post-grad programs and portfolio reviews and team advisor for quarterly invitational design competitions with participants recruited from graduates of the UX design, development data analytics and engineering programs.
 - UI/UX design educator, advisor and live technical coach, directly engaged with hundreds of design students across multiple educational formats, including live video, 1:1 mentoring, coaching, live instruction; grading and assessments.

Gulfstream Aerospace, Savannah, GA - Experience Designer

JANUARY 2019 - JUNE 2019 (6-month contract)

- Research, analytics, design and implementation of operations solutions for use by aviation manufacturing engineers, test pilots, and flight operations. Project details under strict NDA.

Mosaic Thought Leadership, Fort Lauderdale, FL - Partner, UX Design

JANUARY 2018 - DEC 2018

- Fully remote, consulting partner for various start-up initiatives, under strict NDA.

USAA, San Antonio, TX - Creative Producer

JANUARY 2016 - JANUARY 2017 (1-year contract)

- Experience designer for USAA's 'new brand' banking experience to include new target market experience conversion. Led and coordinated design process, research, testing, development and analytics for next-generation & personalization of USAA mobile banking.
- New and existing design and reviews process coordinator / lead for USAA's internal, marketing and analytics team sites and the Agile-ACE training site.

Phenomenon, Los Angeles, CA - Experience Designer

JANUARY 2015 - JUNE 2015 (6-month contract)

- Contract / team-effort discovery, ideation, customer journey, wire-framing and prototype for a Los Angeles-based design agency servicing INC-500 clients worldwide.
- Research, ideation, customer journey, wireframing & prototyping for an home mortgage services application. Resulted in two new user-centered features, new flows, enhancements and re-face/fresher visual design.

Manzama LLC, Bend, OR - Creative Producer, Experience Design

JANUARY 2014 - June 2015 (1-year contract)

- Re-architected for whole-product solution, simplicity, usability, aesthetics, activity flow optimization, readability and discoverability.
- Streamlined flows for querying, researching and customizing large-scale published media streams used by my legal, medical and industrial researchers. Product was launched and publicly traded within two years of inception.

Shark Diver™ LLC, San Diego, CA - Creative Producer

JANUARY 2014 - JANUARY 2015 (1-year contract)

- Designed and implemented conversions around the core services – direct booking of diver excursions, eco-tours, shark research expeditions and marine life conservation efforts,
- Championed new-evolution beyond a simple dive excursion booking tool towards involving clients in 'the story', the mission, partnerships and marine life preservation efforts.

CLIENTS PRIOR TO 2014: Total Woman Gym & Spa, nMetric LLC, Bally Total Fitness/Crunch; Gold's Gym International Franchising; Laboratory Corporation of America, US LABS, University of California Irvine, Northrop Grumman Corp., Ceira Technologies (Irvine CA-based agency).

EDUCATION

Cornell University / Samuel Johnson Graduate School of Management

Post-graduate certification, Product Management 2021

Post-graduate certification, Digital Marketing, 2019

University of California, Irvine

Post-grad certification, Interaction Design & Information Architecture, 2000

Completed the two-year post-graduate program in 18 months.

University of Maryland, Baltimore (UMB)

BA, Creative Writing

Maryland Institute of Art / Cleveland Institute of Art

Three years of study - Visual communication design & Illustration concurrent with paid internship at Imagery, Inc.