

Courtney Thompson

CX | UX | Product Design

www.conotho.com
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EXPERIENCE

Walker Information, Indianapolis, IN — CX Technology Consultant

September 2022 - PRESENT

Designed, configured, and launched solutions to support clients' business processes and technical needs for CX programs.

Developed and continuously improved product knowledge to integrate with various CRMs and analytics systems, such as Salesforce, Google Analytics, and Zendesk.

Collaborated with product and engineering teams to deliver implementations.

Small Victoires Hospitality, Indianapolis, IN — Coffee Director

December 2016 - September 2022

Designed and launched successful branding and marketing for a new coffee roasting program, increasing company profits by 16%.

Implemented training protocol for new employees, including hard skills and customer relations.

EDUCATION

Indiana University, Indianapolis — M.A. Art Therapy

August 2016 - May 2018

Anderson University, Anderson, IN — B.A. Psychology and Art

August 2012 - May 2016

PROJECTS

Seek — <https://www.conotho.com/seek>

Native app and responsive website

Second Chances — <https://www.conotho.com/second-chances>

Responsive website

Newfields — <https://www.conotho.com/newfields>

Native app

SKILLS

User Interface Design
Wire Frames
Prototyping
Usability Testing
Information Architecture
User Centered Design
Storytelling
Design Systems
Responsive Design
Branding Design
Problem Solving
Technical Consulting
HTML
JavaScript
CSS

TOOLS

Figma
Adobe XD
Adobe Illustrator

CERTIFICATIONS

Google - UX Design

Completed rigorous training including UX research fundamentals, designing for accessibility, wireframing, prototyping and iterating on designs.

Qualtrics - CX Technology Consultant