

# Rylee Andrews

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## EDUCATION

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### MICHIGAN STATE UNIVERSITY

Graduated – East Lansing, MI

Bachelor of Arts in Experience Architecture, Emphasis on User Experience and User Interface Design

- Cumulative GPA: 3.7/4.0: Deans List all semesters
- Study Away at University of Hawaii – Oahu, HI
- Interaction Design, Technical Communication, Content Strategy, Grant and Proposal Writing

### FERRIS STATE UNIVERSITY

December 2021 (transferred) – Big Rapids, MI

Studied Digital Media Software Engineering

## PROJECT EXPERIENCE

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### MICHIGAN STATE UNIVERSITY

Library Interactive Navigation Screens Redesign Project

September 2022 - December 2022 – East Lansing, MI

- Collaborated with a team of four to drive a complete overhaul of the touch-board interface for Michigan State University Library, leading to an enhanced user experience.
- Conducted comprehensive user experience research and design, utilizing cutting-edge methodologies to identify and address user pain points.
- Employed high-fidelity prototyping techniques to design and iterate on multiple versions of the touch-board interface, ensuring that the final product met user needs and expectations.
- Presented our final design and research findings to key stakeholders, effectively articulating the value of our approach and driving buy-in for our proposed solution.

Excessive Food Waste Management App

November 2022 - December 2022 – East Lansing, MI

- Worked closely with a team of three to develop an innovative solution for a pressing social justice issue, leveraging a human-centered design approach to ensure maximum impact.
- Conducted extensive user experience research and design, utilizing advanced research methodologies to identify key user pain points and design a solution that met their needs.
- Created a high-fidelity prototype using Figma, incorporating feedback from users and iterating on our design to ensure optimal functionality and ease of use.
- Played a key role in driving the success of the project, contributing expertise, dedication, and a collaborative spirit to the team's efforts.

## WORK EXPERIENCE

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### BINDER PARK ZOO

Guest Services Coordinator (seasonal position)

May 2021 - August 2021 – Battle Creek, MI

- Proactively led a team of attendants to optimize job performance and productivity.
- Fostered a supportive work environment by actively listening and showing empathy towards employees' needs and goals, resulting in increased job satisfaction and motivation.
- Conducted comprehensive training sessions in computer software and customer service techniques to equip employees with the necessary skills to excel in their roles.
- Demonstrated exceptional conflict resolution skills by effectively communicating with guests and providing personalized solutions to their concerns.
- Coordinated with fellow coordinators and supervisors to develop and implement strategic operational plans that resulted in enhanced guest experiences.

- Designed and developed informative signage that significantly improved guest satisfaction and engagement with the exhibits.

#### Guest Services Attendant (seasonal position)

April 2018 - October 2018 & May 2020 - September 2020 – Battle Creek, MI

- Proactively collaborated with supervisors and coordinators to execute daily tasks and operations with precision and efficiency.
- Fostered a collaborative work environment by effectively communicating with fellow attendants, encouraging teamwork, and promoting a culture of mutual support and respect.
- Demonstrated exceptional customer service skills by providing personalized attention and anticipating the needs of guests, resulting in heightened satisfaction and positive reviews.
- Efficiently managed time and resources to not only meet but surpass daily job duties and expectations, resulting in increased productivity and job performance.

#### **SKILLS & ACTIVITIES**

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**Skills:** UX Wireframing/Prototyping, User Research, UX Design, Graphic Design, HTML/CSS, Basic JavaScript, Basic Java, Adobe CC, Figma, Miro, AutoCAD, Microsoft Office

**Affiliations:** Experience Architecture Club