

Audrey Charneux [Product Designer]

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EDUCATION

Udacity

Nanodegree AI Fundamentals

Online

Graduation Date: Aug 2023

California Institute of the Arts

UX Specialization Certificate

Online

Graduation Date: Jan 2019

Université de Montréal

Bsc and Msc Developmental Psychology

Montreal, QC

Graduation Date: Jun 2014

PROFESSIONAL EXPERIENCE

Freelance Product Design

Consultant Product Designer

Los Angeles, CA

Nov 2023 - Present

- Organizing and streamlining a reusable design system for the agency, reducing inefficiencies, and saving the team time between projects
- Consulting with cross-functional teams to identify pain points in the current design process and develop solutions
- Reviewing junior designers' work for eCommerce projects based on design principles and improving the structure of design documents and auto-layouts

QuickMD

Product Design Lead

Los Angeles, CA

Jun 2021 - Jul 2023

- Created and implemented a complex healthcare ecosystem consisting of patient, provider, and admin platforms, resulting in increased efficiency and improved care coordination for over 1,100 patients/day
- Optimized the information architecture of various platforms by leveraging user feedback, resulting in a 13% increase in urgent care booking conversions
- Developed a user-friendly design system from the ground up, streamlining the product design process and reducing development time by 20%
- Customized a review process for junior designers that reduced the number of errors by 90% and increased development speed

PWRDBY

Product Designer

Los Angeles, CA

Aug 2019 - Jun 2021

- Crafted and deployed a multi-faceted care ecosystem consisting of consumer and clinician user interfaces, resulting in enhanced support and care for over 1,000 NHL Alumni
- Collaborated with cross-functional teams to define and implement a scalable architecture for the design system, resulting in a consistent user experience across mobile and web platforms and cutting development costs by 17%
- Utilized user feedback to iterate on wireframes and prototypes, resulting in a 15% increase in user engagement metrics

Neochrome

Product Designer

Los Angeles, CA

Mar 2019 - Aug 2019

- Coordinated with product and engineering teams to create wireframes and prototypes that aligned with the client's vision and objectives, leading to a 20% reduction in design iterations
- Guided clients through an intensive vision refinement process in interactive workshops, leading to a 25% reduction in project development time
- Conducted comprehensive qualitative and quantitative user research to identify pain points and opportunities for improvement to inform our design decisions in redesigning websites

Pente à Neige**Montreal, QC***UX Researcher (Part-time)**Jul 2016 - Mar 2019*

- Adapted a comprehensive qualitative research process, which played a pivotal role in shaping the service's features and functionality, ultimately resulting in a 10% increase in user satisfaction
- Led meetings with founders to present research findings and showcase the potential impact of the service, securing funding of \$500,000 from the city of Montreal

McGill University Health Centre/Private Practice**Montreal, QC***Mental Health Therapist**Sep 2016 - Feb 2019*

- Led the development of a new assessment process, reducing the waitlist by 50% and allowing for more efficient treatment planning
- Converged with the interdisciplinary team to integrate research findings into treatment protocols, resulting in a 20% increase in patients' positive outcomes
- Designed and administered evidence-based individual and group therapy programs, resulting in a 30% relapse reduction for patients

Université de Montréal**Montreal, QC***Research Assistant**Sep 2012 - Sep 2016*

- Conducted in-depth interviews and focus groups with over 100 participants, gathering valuable qualitative data
- Analyzed and synthesized qualitative data from over 100 raw data sources to identify key themes and patterns
- Conceptualized and rolled out an in-depth outreach strategy to recruit research participants, resulting in a 50% increase in recruitment rates compared to previous campaigns

SKILLS

Skills: Product Design | Growth Design | Figma (Software) | Wireframing | Prototyping | Design System | Responsive Design | UX Research | Mobile/Web Design | Fluent in French | SaaS | B2C