

Heather Smanski

UX Designer

Crafting user-focused digital experiences with a strong foundation in web development.

Greater Los Angeles Area, CA

Heathersmanski.com

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Design Skills

User Research
User Strategy
Information Architecture
User Focused Design
User Journey Map
Wireframes
Responsive Design
Interactive Prototypes
Interaction Design
User Testing

Design Tools

Figma
Adobe XD
Adobe Photoshop
Adobe Illustrator
HTML / CSS / SASS
JavaScript

Soft Skills

Communication
Organization
Teamwork
Detail-oriented
Customer Relations

Education

Skillcrush

UX Design, 2023

Google Certificate

UX Design, 2023

Illinois Institute of Art

B.A. Media Arts and Animation, 2010

Projects

Animal Shelter

Tools: Figma, Photoshop, Illustrator

- I created a responsive multi-page website design to help the animal shelter find a way to get more animals adopted and make it easier for people to set up appointments to see animals they would like to adopt.

City Cycles

Tools: Figma, Photoshop, Google Analytics

- Website redesign to help this bike shop find out why customers are not using their website to rent bikes and come up with a design solution that utilizes their current design system.

Experience

Freelance UX Designer

Remote

Little Opus

2023 - Present

- Utilized feedback from client meetings to iterate rapidly on designs, resulting in a significant decrease in revision cycles and improved client satisfaction by 30%.
- Managed project timelines effectively, ensuring timely completion of deliverables and allowing ample time for revisions, resulting in a 100% on-time project completion rate.

Server / Bartender

Camarillo / Thousand Oaks, CA

Cracker Barrel

2023 - Present

Lazy Dog Restaurant

2018 - 2023

- Trained staff and maintained a positive attitude, fostering a collaborative and supportive work environment—a skill crucial in collaborating within cross-functional teams in UX design.
- Implemented effective customer service strategies resulting in a 15% increase in customer loyalty and retention, skills transferable to building positive relationships with stakeholders in UX projects.

Kitchen Manager

Woodland Hills / Topanga, CA

California Pizza Kitchen

2017 - 2020

TGI Fridays

2010 - 2017

- Managed a team of 100 and maintained budget spreadsheets, demonstrating strong organizational skills and meticulousness —attributes valuable in producing clear and comprehensive UX documentation.

Let's create something **amazing** together!