

BRITTANY ROBERTS

PRODUCT DESIGNER

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Portfolio · brittanyroberts.design | Password · luna

EXPERIENCE

Amazon

UX Designer

June 2021 · present

- Designed features and refreshed UI for Amazon Chime unified communications tool
- Partnered with engineer + product stakeholders to ensure new UX is feasible + viable
- Researched competitors and analyzed user data to inform business strategy
- Built interactive prototypes and validated proofs of concept with customers
- Performed project management + cross-team design services in an agile environment

SKILLS + TOOLS

User research

Usability testing

Wireframes

Interaction flows

Prototyping

Design systems

HTML/CSS

Sketch

Figma

IMPACT

- Owned experience design for a company-wide employee directory integration to save time and strengthen personal connections in all virtual meetings at Amazon
- Resolved 1,000+ customer requests for a dark theme setting to reduce digital eyestrain by collaborating with developer teams to extend base color palettes and apply to desktop + mobile apps under compressed timelines
- Reduced my team's tool stack from 4 paid software subscriptions to 1 by proposing and leading a full design system migration
- Achieved a 91% satisfaction rating for mobile app redesign by increasing user confidence in audio settings and reducing the number of steps to join meetings

General Assembly

Designer in Residence

August 2020 · April 2021

- Partnered with instructors to deliver full-time UX curriculum for new tech professionals
- Tutored cohorts of 20-30 students in a structured, inclusive remote environment
- Planned and drove virtual workshops, speaker panels, and pro bono client screening

Northwest Framing

Production Manager

April 2015 · March 2020

- Led design, print services, and production for high volume custom framing workflow
- Coordinated supply orders, built merchandise displays, trained junior colleagues
- Managed relationships with B2B clients and hundreds of retail customers per year

EDUCATION

Massachusetts College of Art and Design · BFA with Academic Honors

CERTIFICATES

School of Visual Concepts · UXDR Apprenticeship, ILT

General Assembly · User Experience Design Immersive