

# Megan Chamberlain

## User Experience Designer

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### Skills

Design Tool Proficiencies: Adobe Creative Cloud (Photoshop, Illustrator, InDesign, XD, AfterEffects), Axure RP, and Figma.

User research, wireframing and prototyping, visual design, usability testing, interaction design, accessibility and usability principles, and clear communication skills.

### Experience

#### **CBC Companies / User Experience Designer**

April 2017 – July 2023 / Columbus, Ohio

Led the redesign of new and existing product features to improve the efficiency of workflows, reducing employee training time and improving task completion speed.

Conducted user research (including interviews, surveys, and usability testing) with call center agents, external clients, and stakeholders to identify pain points, map out user flows, and create plans for improvement on multiple software redesign projects.

Using Axure and Adobe XD, I designed wireframes, prototypes, and interactive mockups that we used for early-stage feedback and continuous iteration, to ensure stakeholder satisfaction.

Collaborated with developers and product managers while advocating for design and accessibility best practices.

#### **Yokote Seiryo Academy / Assistant Language Teacher**

August 2023 – August 2025 / Yokote, Akita, Japan

Employed as an English teacher and cultural ambassador at a junior and senior high school.

Responsible for building lessons and curriculum for high school students, as well as assisting with classes for the junior high school.

Leveraged AI to assist with lesson planning and worksheet creation.

Gained personal experience with website accessibility for multilingual use.

Collaborated with American and Filipino schools across multiple time zones for cultural exchange meetings.

#### **The Ohio State University Department of Biomedical Informatics / Intern**

May 2015 - May 2017 / Columbus, Ohio

Aided in the development of an application for medication adherence.

Conducted user research for inpatient applications.

Sorted and analyzed user data from hospital staff surveys.

### Education

#### **The Ohio State University / Bachelor of Science in Visual Communication Design**

August 2013 - May 2017, Columbus, Ohio

Graduated Magna Cum Laude.