

Megan Chamberlain

User Experience Designer

m38cham@gmail.com

+1 (217) 799-3811

mchamdesign.com

Skills

Adobe Creative Cloud (Photoshop, Illustrator, InDesign, XD, AfterEffects, Lightroom), Canva, Axure RP, and Figma.

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

Experience

Lovesac / Sales Associate

October 2025 – Present / Columbus, Ohio (Polaris Store)

- Actively engages with customers using selling techniques and product demonstrations.
- Guides the customer from first interest to purchase focusing on managing quotes, closing the sale, and maintaining relationships through post purchase.
- Maintains knowledge of products, sales, and policies to stay current.

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.
- 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 Seiryō Academy / Assistant Language Teacher

August 2023 – August 2025 / Yokote, Akita, Japan

- 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.
- 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.