

Emma Milani UX Designer

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I am a UX Designer with a background in psychology, customer service, and business administration. With over eight years of experience in problem-solving, communication, and effective teamwork, I am committed to creating innovative designs that address both user and business needs. With my degree in psychology, I have extensive knowledge on how we view and process visual information, allowing me to create effective and meaningful products.

SKILLS

Figma, User Research, User Personas, Sketching, Wireframing, Prototypes, Design Principles, Design Thinking, User-Centered Design, Cognitive Psychology, Communication, Empathy, and Creativity

EXPERIENCE

GENERAL ASSEMBLY USER EXPERIENCE STUDENT, REMOTE Jan. 2024-Apr. 2024
Completed 400-hour UX training and designed client projects individually and with a team, including:

- iAm, Apr 2024 - Present
 - Subjective experiences platform focusing on the phenomenological area of psychology.
 - Tasked to create a platform for psychological researchers to conduct their studies.
 - Effectively communicated and collaborated with my client.
 - Led the information architecture and interaction design process.
 - Created an interactive prototype that was refined after usability testing.
- Lonely Planet, Mar. 2024
 - A trusted travel site that prioritizes content from expert travelers.
 - Tasked to better include digital nomads into their already existing content.
 - Collaborated on UX research, including competitive research, a content analysis, and user interviews.
 - Led the UI and visual design process.
 - Developed a responsive design with a mobile-first approach.

Coastline Adventures, Coach and Administrative Assistant, Mantoloking, NJ May. 2023 - Jan. 2024

- Collaborated with marketing tasks and creating posts on social media, which also includes travel and newsletter sites such as Yelp, Tripadvisor, Groupon, and Mailchimp.
- Assisted in office work such as scheduling and booking through Fareharbor, as well as keeping an organized and detailed record of customers and services.
- Provided coaching and support to children learning to surf, bodyboard, and paddleboard, as well as teaching them important water and life skills.

Girl on the Glow, Tanning Technician, New York, NY Mar. 2022 - Feb. 2023

- Provided in home spray tanning services focused on a positive and enjoyable customer experience as well as promoting the company's at home products.

EDUCATION

UX Design Immersive, General Assembly, Remote, Jan. 2024 - Apr. 2024

Bachelor's Degree in Psychology, New York University, New York, NY, Sept. 2020 - Dec. 2023