



[carincamen.com](http://carincamen.com)  
[carincamenportfolio.com](http://carincamenportfolio.com)  
[author.to/Amazon\\_CarinCamen](http://author.to/Amazon_CarinCamen)

## PROJECT HIGHLIGHT

### CONSULTING | ENTERPRISE | STARTUP

- Financial Tech
  - Online Ordering
  - POS
  - SAAS
  - Console
  - Reports
  - Lending
- Insurance
  - Mobile
  - Provider Portals
  - User Portals
  - Internal Applications
- Payroll
  - Approvals Project

## INDUSTRIES

- Consulting
- E-Commerce
- Education
- Financial
- Government Regulation
- Health Care
- Health Club
- Human Resource
- Insurance
- Marketing
- Payroll
- Political
- Retail
- Real Estate
- Writing
  - Technical
  - Motivational
  - E-Learning

## EXPERIENCE

### CONSULTANT/Author – CARIN CAMEN CONSULTING LLC

JAN 2011 – PRESENT • SEVERAL STATES AND REMOTE

Author of 11 books in four series. Writer, Typesetter, Cover Designer, Illustration, info graphics, photography, data visualization, editing, graphic design, and social media marketing.

- Carillu – Illustrated Series for Autistic and Special Needs Children
  - Froggie and Friends
- The Ember Within – Motivational
  - Define and Align – Affirmations of Empowerment
  - Defining Thought – Reflections from Within
- Journey of the Heart – Poetry
  - Driven...
  - Define and Align
- The Art of Defining Me - Memoir
  - Falling Silence
  - Doors of Deception
  - Into the Mirror

As a PM Consultant, I specialize working with small companies to enterprise to help take their team to the next level, by utilizing my diverse IT experience throughout the **Discovery, Strategy, Design and Execution** phases of an IT project, professional or personal goal. I am currently expanding my consulting to include into instructional design, white boarding tutorials, Grant Writing, and e-commerce.

### CONSULTANT – Aquinas Consulting LLC | Marriott International - Design Ops UX Team

JUN 2022 – SEPT 2022 • REMOTE

Working directly with the VP and Senior Directors of the Design Ops leadership team, I am analyzed their processes and tools, to find innovative ways to help the team become more efficient and effective.

- Conduct leadership interview to discover pain points and wish list.
- Analyze effectiveness of existing tools and processes.
- Research and test apps to increase efficiency and effectiveness.
- Research their transition to Agile and Jira Cloud to come up with team training for a smooth transition.
- Review and revise their Onboarding system and process.
- Worked collaboratively with other Marriott team leaders and squads to set up PI Planning and Capacity Planning systems.
- Work in collaboration with the senior team leaders to make decisions on modifications to existing team practices, processes, and tools.
- Collaborated with Jira Data Base team to get UX set up with their own team board and created Agile and Jira training documents.
- Analyzed their SharePoint file structure system to find areas of navigation improvement.

### WEBSITE PROJECT MANAGER | EDITOR – FLCCC

OCT 2021 – JAN 2022 • REMOTE

As the Website Project Manager and editor, it was my responsibility to work with a team of outside contractors and internal team members to analyze the current website and direct the collaboration amongst stake holders for a complete website redesign. In this role I introduced and trained staff on the Agile process and IT tools to help increase automation and efficiency.



[carincamen.com](http://carincamen.com)  
[carincamenportfolio.com](http://carincamenportfolio.com)  
[author.to/Amazon\\_CarinCamen](https://author.to/Amazon_CarinCamen)

## PROJECT HIGHLIGHT

### CONSULTING | ENTERPRISE | STARTUP

- Financial Tech
  - Online Ordering
  - POS
  - SAAS
  - Console
  - Reports
  - Lending
- Insurance
  - Mobile
  - Provider Portals
  - User Portals
  - Internal Applications
- Payroll
  - Approvals Project

## INDUSTRIES

- Consulting
- E-Commerce
- Education
- Financial
- Government Regulation
- Health Care
- Health Club
- Human Resource
- Insurance
- Marketing
- Payroll
- Political
- Retail
- Real Estate
- Writing
  - Technical
  - Motivational
  - E-Learning

## EXPERIENCE

### WEBSITE PROJECT MANAGER | EDITOR – FLCCC Cont.

- Project Manager | Editor for three projects
  - Website Main | FLCCC Store | Website New
- Set up Atlassian Jira Kanban Board and Confluence for four projects
  - Website Main | FLCCC Store | Social Media | Data
- Set up Jira Scrum board and Confluence for Website New.
- Collaborated with team member to set up FLCCC Store.
- Set up new apps for automation and efficiency, and trained staff.
  - DynoMapper, SmarterQueue, IFTTT, ProWriting Aid and Canva
- Conducted research and analysis on current website
  - Competitive, Content, Transition Strategy
- Wrote Internal Knowledge Base Tutorials
  - Set up IFTTT Telegram Bot
  - SmarterQueue failed post
- 60+ articles written on the discovery findings, transition strategy, and design recommendations from Website Main to Website New.
- Set up development team
  - Hired new Content Manger
  - Brought in SME Clinical Support Specialist into DEV team
  - Trained new team members.
  - Worked with external development teams on FLCCC workflow process using Agile.
- Wrote over 300 stories for Social Media, Store, and Website New for the transition from Website Main
- Wrote Project Charter Draft
- Created recommendations for Branding Standards, Style Guide, and Communication Points.
- 30+ Designs and Mockups created for WM and WN Projects.

### DIRECTOR OF USER EXPERIENCE – ORDERSNAPP

July 2020 – 2021 • WEBSTER NY AND REMOTE

Beginning as a UX Designer and then working into the role of a Director of User Experience for this startup company, it was my responsibility to set up their entire UX/UI Design systems and procedures for future company growth. Working directly with the CEO, CTO, Investors, DEV and BIZ teams, I conducted service and human interaction design research to provide me with the information needed to UX Architect and UX Design their entire system.

- Compete company rebranding. 94 Artboards which included:
  - Style guide, CSS,
  - Company and features logos (48)
  - Iconology (60).
- Creation of UX/DEV Component library
  - 75+ Artboards
  - 90+ Components
- Creation of one year of marketing campaign material
  - 56 Artboards
- Usability Research, Affinity and Journey Mapping
- UX Design for system upgrades
  - SnappONLINE – Online Ordering – 170 Artboards
    - Online Ordering, Checkout, and Dashboard
  - SnappOS – Point of Sale – Login Screen
  - SnappFINDER – Marketplace – 11 Artboards
  - Console/Admin System – Est. 100+ Artboards



[carincamen.com](http://carincamen.com)  
[carincamenportfolio.com](http://carincamenportfolio.com)  
[author.to/Amazon\\_CarinCamen](http://author.to/Amazon_CarinCamen)

## EDUCATION

### MS Human Computer Interaction

- DePaul University • 2015

### BA Graphic Design

- Columbia College Chicago • 2014

## SOFTWARE

- Adobe Creative Suite
  - Xd
  - Photoshop
  - Illustrator
  - InDesign
  - After Effects
  - Premier Pro
- Articulate 360
  - Storyline 360
- Axure
- Atlassian
  - Jira
  - Confluence
  - Bitbucket
  - Gliffy
- Sketch
- Figma
- Whiteboard
- Zeplin
- Tableau
- Vellum
- Pro Writing Aid
- IFTTT
- Canva
- Microsoft Office Suite
- Microsoft Teams
- Omni Graffle Pro

## EXPERIENCE

### DIRECTOR OF USER EXPERIENCE – ORDERSNAPP Cont.

- Usability Testing
  - Online Ordering
  - Online Ordering Checkout
  - Online Ordering Dashboard
  - Marketplace Finder

### UX ARCHITECT DESIGNER – FLORIDA BLUE/GUIDEWELL CONNECT – SYNERGY TECHNOLOGIES

JAN 2019 – JUL 2019 • JACKSONVILLE, FLORIDA

As a User Experience Design Architect on multiple Florida Blue and Guidewell Connect projects, I worked in collaboration with the Business Analyst, Product Owner, developers, and managers on several internal and external applications for mobile and web to create intuitive and robust user experience. Implementation of Enterprise Corporate Design Standards, Material Design and Heuristic Design Practices were used throughout the Discovery, Strategy, Design and Execution phases of the UX Design using service and human interaction design methodologies.

Provider Connect Mobile Application Team • Contract Management Lifecycle Team  
• Provider Connect Team • VISTA Team

### SENIOR PROFESSIONAL PRODUCT OWNER - PAYCHEX

OCTOBER 2017 – APRIL 2018 • WEBSTER, NY

As an independent decision maker, I directed the work related to the analysis, development and testing resources associated with three agile teams on mid to high-level complexity/impact to the company. Special attention and focus targeting service and human interaction design processes and methodologies ensured end-to-end workflow compatibility.

- Coordinated work between two contract teams and one internal team. Teams comprised of one technical back end and two full stack teams.
- Project Charter, Agile Release Plan, Timeline, Affinity, and Journey mapping
- Ownership of the backlog and story creation
- Velocity and Backlog analysis
- Established testing reporting measures
- Assisted in Usability Testing creation, writeup, and oversight.
- Facilitated meetings with stakeholders, partners, support, team requirements sessions, and VP meeting briefs
- Business Analyst to define business needs and requirements.

### UX/UI DESIGNER CONSULTANT – EXCELLUS BCBS PROJECTS TEKSYSTEMS

JULY 2016 – AUG 2016 • WEBSTER, NY

I was brought on to the Excellus Web Customer Experience Team as their full stack UX/UI Designer Consultant. One of my primary duties was to review the current policies and procedures and develop duplicatable systems that could be implemented to ensure consistency and efficiency. My expertise in technical writing was heavily utilized in this role by writing a policy and procedure technical manual.