

FAITH WARREN

User Experience Manager and Director



CONTACT



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469-878-8488

I have over 20 years of experience helping fortune 100 companies transform their businesses through customer-centered designs and strategies. My background is in Application Design and Product Strategy and I have expertise in User Experience Design, Information Architecture, User Experience and User Testing.

I specialize in Design & Application Development, within engagements my contributions include ; Concept Development, Client Presentation, Guideline Governance, Creative Team Management, Accessibility Reviews, and User Experience Management.

CAPABILITIES / SKILLS

PROFESSIONAL

Team Leadership
Project Management
Budgeting & Planning
Client Support
User Testing Labs
Usability Assessments

PERSONAL

Creative Spirit
Professional
Mentor
Team Player
Fast Learner
Motivated

EDUCATION

- 1995 - 1998 **DEKALB COLLEGE**
Psychology
Honors student who put herself through college building websites.
GPA: 3.95
- 2016 - 2017 **SOUTHERN METHODIST UNIVERSITY (SMU)**
Business: Digital
Board of Directors Digital Acceleration Program
SMU User Experience Design Program
GPA: 4.0

EXPERIENCE

- 2016 - 2017 **AVANADE, INC.**
Group Manager, User Experience Team Lead South Central
As a XD/UX Manager there is a whole arsenal of tools I use, and a lot of practices that I bridge to be effective in what I do. I have 20 years of experience architecting and planning new processes for business enterprises in the digital space. I can take the 10,000-foot view and break it down into simple user experiences that make businesses run better and users enjoy their experiences. This expertise translates to better business processes and user adoption.
- 2016 - 2016 **LIQUIDITY SERVICES, INC.**
User Experience Manager
Corporate needed a UX Manager to come in and inject their User Experienced Designers and Front End Designers into the AGILE SCRUM environment they were just adopting. They wanted someone to come in and quickly assess the situation and do a course correction so they could hit tight deadlines
- 2013 - 2016 **MARKET6, INC.**
User Experience Manager
Joined Market6 to help them build their Digital Strategy for their Brand of Products. I lead the efforts to improve user experience within a variety of homegrown, CMS and foundation applications for a software for sales startup now worth 120 million. The users of these applications vary from Supermarket manager to their Vendors like Hershey's, Coke, Frito Lay, Land of Lakes, P&G and more. It was a multifaceted application with many challenges and can be called a BIG DATA application, as it manages in store inventory as well as warehouse inventory, ad sales, and forecasting. I am also responsible for managing Design Standards across all the Market6 applications.

TECHNICAL SKILLS

User Experience



Content Audit & Analysis



User Testing & Acceptance Testing



Digital & Mobile Design Process



Budgeting & Roadmap



Usability for Impaired Persons (WCAG & W3C)



AWARDS / ACHIEVEMENTS

ALUMNI BOARD OF DIRECTORS

Southern Methodist University

Advisory Board Member providing support and oversight to SMU's Digital Accelerator program that prepares professionals with the latest digital strategies and tools to gain the skills & knowledge to take advantage of the Digital Revolution.

INTERESTS



MUSIC



FOOD



HEALTH



FUR BABIES



SHOPPING



BIKERS AGAINST CHILD ABUSE



READING

EXPERIENCE - CONTINUED

2012
-
2012

[CLICK HERE](#)

UX Architect

A Digital Division of the Richard's Group 'Click Here' was to do all Digital Strategy in house for the Agency. A large portion of my work was in creating a huge amount of possible mobile applications fishing for work from existing clients like Home Depot, Scott & White, AHOLD, QT, and Corner Bakery. I also completed many projects for clients that were leaving TRG due to unforeseen circumstances.

2010
-
2012

PERFICIENT, INC.

Lead UX Architect & Engagement Manager

As a part of the National User Experience Practice I was engaged on several top fortune 500 projects where I led the efforts to build out applications across many industries for widely different user bases and industries. I built touch screen POS applications, Business-to-Business applications, websites that worked in tandem with mobile and tablet technology, huge help desk applications seen by millions. I also worked data rich applications, and for companies managing properties across the world. I also worked on White House Projects and government projects. I was even put in place of a director for Fossil for all "new development" and while everyone's stock went down with the Tsunami, Fossil's stock doubled due to all their online sales. Once that was accomplished Fossil handed me every website they owned to improve upon.

REFERENCES



BRIAN CZAJKOWSKI

"I HAVE KNOWN AND WORKED WITH Faith for over 15 years, she's a friend and I had her work on my company websites where I am CIO of an Oil and Gas Company"

940-445-4969
bricza@pecofacet.com



SCOTT ROUSH

"I met Faith at Boy Scouts and she mentored me in UX where I am now a Manager at Pariveda Solutions, she is my friend and mentor"

214-403-3270
scott.roush@parivedasolutions.com



DAVID TAYLOR

"I have known Faith for ten years and she is a dedicated and passionate person, I know her from BACA where a lot of people didn't get it, but she did"

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JAMES AVERY

"When I met Faith, she had a small web designing company and I referred her to my clients because I saw how passionate she was, and she delivered"

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