

# Emily Ann Salles

[emilyannsalles.com](http://emilyannsalles.com)

## Product Design Experience

### OnStream @ DISH

Jan 2022 - present

Improved the experience of an internal CMS by updating designs based on user testing observations and feedback. Helped define the product development process with thoughtful planning, peer guidance, and collaborative meetings.

### SRF @ DISH

Nov 2021 - Jan 2022

Led the design phase for the MVP of an internal project management tool, including: developed a project plan that met preset delivery goals; defined pain points and solutions based on stakeholder interviews; and delivered final wireframes in InVision with requirements documentation that incorporated user feedback from lo-fi and hi-fi iterations.

### Onboarding Design @ Finli

June 2021 - Nov 2021

Analyzed customer behavior and industry trends to assess the Finli self-service onboarding experience. Used journey mapping to communicate findings. Developed a fresh onboarding strategy and design in partnership with stakeholders.

### Onboarding Design and UX Writing @ Nucleus

March - Apr 2021

Designed 18 new responsive pages in a 3 week sprint. Crafted final, user-friendly copy within the onboarding flow. Guided product design with research, including competitive analysis, user interviews and survey analysis.

## Additional Roles

**Stitch Fix** San Francisco, CA

### Client Experience Global Communications Supv

Aug 2020 - Jan 2021

Managed the strategy, usability, visual design and information architecture for an intranet that hosted 200+ articles of documentation and enabled the Client Experience Team to achieve over 90% customer satisfaction. Partnered cross-functionally with engineers, product managers and product designers to build informational and training resources.

- **Communications Lead - Client Experience** Jan 2019 - Aug 2020
- **Communications Spc - Client Experience** Jan 2017 - Jan 2019
- **Client Experience Business Process Analyst** June 2015 - Jan 2017
- **Client Experience Associate** March 2014 - June 2015

## Contact

easalles3@gmail.com  
(530) 410-3047  
Denver, CO 80211

## About me

I'm a product designer who creates digital tools that help people accomplish their goals in the real world. I bring a communications focus and strong project management methodology to every team that I join.

## Skills

UX research  
UI design  
Design sprint  
Style guide  
Wireframes  
Prototyping  
Information architecture  
Project management  
Content writing  
Copy editing  
Presentations  
HTML

## Tools

Figma  
Sketch  
Adobe XD  
InVision  
Zeplin  
Google Slides/PowerPoint  
Google Sheets/Excel  
Google Docs/Word  
Google Analytics

## Education

**General Assembly**—UX Design Immersive Fellow  
**UC, Santa Cruz**—BA in Literature