

## EMMA BERGER

[mmbgr1@gmail.com](mailto:mmbgr1@gmail.com) | (269)501-8662 | Chandler AZ, 85225

[www.emmaclinedesign.com](http://www.emmaclinedesign.com) | [LinkedIn](#)

Former Home Lending Advisor and educator skilled in UX and instructional design. Seeking a position to utilize my creative problem solving, big picture thinking and teaching skills.

**CERTIFICATIONS:** UX/UI Design Program; Thinkful, 2022 , Agile Methods for UX Design; Interaction Design Foundation, 2022

**SKILLS:** Interactive prototyping, user research and testing, teaching and modeling, inventive problem solving, reverse engineering and analytics, creative design, brainstorming, collaborating, design sprints, Agile, case studies, loan origination, underwriting and processing, Articulate 360 Storyline

### PROJECTS

**ABC Bank** | [Case Study](#) | Used my knowledge of banking systems, tiered intervention strategies, and best practices from my UX/UI Design Certification. Utilized data analysis, UX strategy and research to design several creative solutions to address the problem of low loan fundings during the 2022 rate hikes.

**My Little Schoolhouse** | [Case Study](#) | Designed a website to give current and previous teachers resources for creating their own business through small pod learning. Researched learning pods, best practices, implementation and strategies to design an interactive site to educate users and put them in a position to build their own learning pods/micro school.

**Lilac And Lucy** | [Case Study](#) | Designed an eCommerce website for expectant and new mothers. Focused on capturing and retaining clientele by inventing a new product for sale. Created clickable prototypes to take the user through building a pregnancy announcement box to share with family.

**Ryder** | [Case Study](#) | Designed a mobile app for commuters to provide ease of use when using Chicago's many bus routes. Developed branding and logos to promote a calm and cool user experience. Created an interactive prototype for an iOS system.

### EXPERIENCE

**JP Morgan Chase, Phoenix; Senior Home Lending Advisor; Nov 2018-March 2023:** Achieved Top Performer award in 2019 and promoted to Senior Home Lending Adviser in 2020. Worked with processors, underwriting, title and closing to ensure on time loan closing. Regularly participated in UX feedback groups and validations for various products and experiences. Created and presented training material for bankers and team using Figma, PowerPoint, and Storyline.

**Thinkful UX/UI Design Program; February 2022-September 2022:** Conducted user surveys and interviews; leveraged data to develop personas, empathy and journey maps, user stories, and flows in order to make informed design decisions. Utilized the double-diamond process and design sprint while creating effective case studies to showcase findings and design decisions with clients and stakeholders.

**Anderson Merchandisers, Remote; District Recruiting Specialist June 2018-November 2018:** Acquired talent using several mediums, such as job boards, Facebook groups, and on the ground recruitment. Conducted video interviews with candidates.

**Marriott International: Sheraton Grand Phoenix, Phoenix, AZ; Bartender May 2016-June 2018**

**Arizona Conservatory for the Arts and Academics, Phoenix, AZ; First Grade Teacher August 2011- May 2016:** Managed 49 first graders with the help of a co teacher. Organized benchmark data using spreadsheets to group students according to ability. Implemented creative solutions for the classroom such as alternative seating, tiered intervention, and a co teaching model.

### EDUCATION

Western Michigan University, Kalamazoo, MI GPA: 3.78 Magna Cum Laude; **Bachelor of Science**, May 2010; Major: Elementary Education