

Jolie Tingen

Product Manager and UX Designer

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Work Experience

Duke University / Product Manager and UX Designer

JUNE 2019 - PRESENT | DURHAM, NC

I lead a software development team in building a middleware product that makes setting up and sharing applications with collaborators easy. I have been leading the team in a significant redesign of the tool. My work involves user research, mockup and prototype development, user testing, and prioritizing the team's work. My work ranges from facilitating strategy and vision discussions to user documentation.

Accomplishments in FY 2021

- Increased product user base by 80%
- Improved product feature use by 400%
- Improved team efficiency by 50%
- Achieved all team OKRs for 2021

Recently, I have been working with the team to prepare the code to share as an open-source project.

Duke University / Application Admin & Service Lead

AUGUST 2014 - MAY 2019 | DURHAM NC

In this role, I led the administration and service of the university's open-source Learning Management System. In addition to managing upgrades and other application maintenance, a big part of my role was representing Duke in the product's global open source community. I was a member of the User Experience (co-chair), Core Team, and Jira Triage working groups. I served as the Quality Assurance Lead in 2017 -2019 for the product and worked closely with the release manager on major and maintenance releases. **In 2019, I was awarded a fellowship by the Apero Foundation for my contributions.**

UX Design Work

While completing coursework at UNC in human-computer interaction, I applied my newly acquired user experience design skills to improve the LMS product by conducting usability tests, heuristic analyses, and design research to identify feature improvements. In addition, I worked closely with Duke's CrUX team to lead a project in the open-source community to develop a UI inventory to remediate inconsistent designs and establish a style guide and pattern library for the product.

Education

University of North Carolina / MSIS, HCI

CLASS OF 2023

University of North Carolina School of the Arts / BM, Classical Guitar

Certification

Nielsen Norman Group / UX Certification, Interaction Design

APRIL 2020

Skills

Design: User flows • Wireframes • Mockups with Figma and Sketch • Prototypes with InVision • Style guides & pattern libraries • UI graphics

Research: Usability testing • User interviews • Task analysis • Persona development • Heuristic analysis • Thematic analysis • Survey design • UX workshops • Design critique facilitation

Languages: CSS, HTML, Javascript, Python, SQL, PHP

Product Management: Roadmap development • Strategy & vision presentations • Competitive analysis • OKRs • Backlog grooming • Requirements definition • Stakeholder alignment • Agile software development, Git