



Lucy Hahn

larkdesign.co
hello@larkdesign.co

Richmond, VA
404.276.0867

I love combining design and language to solve problems. My training in storytelling helps me to empathize with users and clients in unique contexts, while balancing the goals and needs of both.

EDUCATION

Certificate, Interactive Design

Rhode Island School of Design

MAY 2020

B.A., English, *Summa Cum Laude*

Tufts University

2011

SKILLS

Building trust with people to understand their needs and lived realities

Aligning research questions and methods with project goals and constraints

Synthesizing research findings into actionable insights that shape design

Sketching design concepts and iterating through prototypes with users

Facilitating co-design workshops

Working knowledge of HTML, CSS, and JavaScript, and web architecture

TOOLS

Sketch Figma Maze

InVision Brackets Hemingway

Adobe InDesign, Illustrator, Photoshop

Miro Tableau Qualtrics

Experience

UX RESEARCHER & DESIGNER, LARK DESIGN, RICHMOND, VA

SEPTEMBER 2020 – PRESENT

WEBSITE REDESIGN, UPROOT COLORADO

Gathered requirements through stakeholder interviews and competitive analysis
Heuristically evaluated the site to prioritize usability and accessibility concerns
Created personas and journey maps based on user interviews
Iteratively developing and testing wireframes and a new visual treatment

NIBBLE ONLINE MARKET TOUR REDESIGN, SOMERVILLE ARTS COUNCIL

Led strategy meetings and design workshops with stakeholders and users
Researched community needs through user interviews, cognitive walkthroughs, persona development, and current-state and future-state journey-mapping
Rapidly tested and iterated through wireframes, integrating user feedback
Translated wireframes into mockups with a cohesive visual language

MARKETING ASSISTANT, MIKYOUNG KIM DESIGN, BOSTON, MA

SEPTEMBER 2018 – JANUARY 2020

Supported a lively web presence through blog posts and social media updates

DESIGN RESEARCHER, TECHNOLOGY SERVICES, TUFTS UNIVERSITY, MEDFORD, MA

SEPTEMBER 2017 – JANUARY 2018

Led the development of a new strategy for data services that won top executives' support

EXECUTIVE ASSISTANT, TECHNOLOGY SERVICES, TUFTS UNIVERSITY, MEDFORD, MA

SEPTEMBER 2013 – SEPTEMBER 2017

Crafted communications for the CIO, including a strategic and organizational roadmap
Launched a multi-year internship partner program with Bunker Hill Community College

COMMUNICATIONS ASSISTANT, EARTH UNIVERSITY, GUÁCIMO, LIMÓN, COSTA RICA

JANUARY 2012 – FEBRUARY 2013

Assisted in publicizing a \$19.5M partnership with The MasterCard Foundation
Wrote, edited, and translated digital content celebrating 40 Global Scholars, featuring agronomic engineering students from Latin America, Africa, and the Caribbean