

PollyLouAdams

Polly Adams
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EXPERIENCE

Experience Designer • Sutherland Labs San Francisco, CA • April 2018 - present

Sutherland Labs operates as an internal experience design agency for Sutherland Global Services. I wear multiple hats in my current role as a design researcher, product designer, and consultant on varying project work for our largest internal clients like Amazon, Google, and Disney.

Product Designer • IBM Hybrid Cloud San Francisco, CA • January 2017 - April 2018

My role on the Data Science Experience product team sat at the intersection of research and user experience design. Half of my time was spent conducting evaluative user research and translating it into actionable insight, while the other half was focused on using that knowledge to inform my own wireframe designs and high fidelity user flow prototypes.

Design Research Intern • IBM Design Austin, TX • June - August 2016

Collaborated on a multi-disciplinary team over the course of a 10-week Summer Maelstrom program to learn and use the IBM Design Thinking Framework to develop a software prototype. I worked directly with sponsor users to discover unmet needs and present designed research artifacts to relevant stakeholders.

Phillips Healthcare + SCAD **Service Design Lead, Sponsored Studio** Savannah, GA • August - December 2016

Lead a team of service designers in crafting a digital service solution to improve everyday life for individuals suffering from hypertension. As part of a Collaborative Learning Center course with the Service Design Department, we were directed to uncover pain points and through management.

Disney Imagineering + SCAD **Design Researcher, Sponsored Studio** Savannah, GA • January - March 2016

Conducted contextual research with my team to map the customer journey and identify opportunities for a Collaborative Learning Center course directed towards improving the guest room experience at Walt Disney Resorts, including the use of new technology and services.

EDUCATION

Savannah College of Art and Design (SCAD)
BFA, Service Design, Minor in Interaction Design
Savannah, GA • Completed November 2016
Distinguished Scholar Award, 2013-2016
Magna Cum Laude

SKILLS

Design

Adobe Creative Cloud • Sketch
Service Blueprinting • Branding and Strategy
Storyboarding • Concept Development

Research

Contextual Inquiry • Qualitative Synthesis
Recruiting / Screening • Conducting Interviews
Heuristic Evaluation • Formative Usability
Testing • Task Analysis

Communication

Facilitation • Project Management
Client Engagement • Presentation

Prototyping

Keynote • Invision • Proto.io
Basic HTML + CSS

ORGANIZATIONS + EVENTS

American Institute of Graphic Arts (AIGA) **Member + Facilitator**

San Francisco, CA • August 2017 - Present
Contributing member of the SF AIGA chapter, and IBM Design Thinking workshop facilitator for the local leadership retreat in August 2017.

Service Design Network (SDN) **Educational Chapter President, SCAD**

Savannah, GA • January - November 2016
Facilitated meetings and coordinated events for the Service Design Department. Planned and executed quarterly design challenges and collaboration with other clubs and entities in the SCAD community.

Contributing Professional Member **SF Chapter Board Member**

San Francisco, CA • May 2018 - present
Works on the board team to plan events and meetups