

Polly Lou Adams

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 leveraging findings to inform my wireframes and high fidelity 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.

EDUCATION

Savannah College of Art and Design

BFA, Service Design, Minor in Interaction Design

Savannah, GA • Completed November 2016

Distinguished Scholar Award Recipient, 2013-2016

SKILLS

Research

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

Communication

Facilitation • Project Management
Client Engagement • Presentation • Storytelling

Design

Storyboarding • Concept Development
Wireframing • Information architecture
Service Blueprinting • Branding and Strategy

Software + Prototyping

Adobe Creative Cloud • Sketch
Keynote • Invision • Proto.io
Basic HTML + CSS

ORGANIZATIONS

Service Design Network (SDN)

Board Leadership, Partnerships

San Francisco, CA • May 2018 - present

Works with the board team to plan events, build our partnership with the local IxDA chapter, and push forward the larger SDN strategy at a national level.

Educational Chapter President, SCAD

Savannah, GA • January - November 2016

Facilitated meetings and hosted events for the Service Design Department. Planned quarterly design challenges and collaborated with other clubs in the SCAD community.

American Institute of Graphic Arts (AIGA)

Contributing Member + Facilitator

San Francisco, CA • August 2017 - Present

IBM Design Thinking workshop facilitator for the local leadership retreat in 2017.