

## **POLLY ADAMS**

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## **EXPERIENCE**

### **SUTHERLAND LABS**

#### **Service Designer**

(San Francisco, CA / Remote) April 2018 - 20  
Lead research, strategy, and design work on various projects for our largest internal clients, like Amazon and Disney.

### **IBM DESIGN**

#### **Design Researcher, Hybrid Cloud**

(San Francisco, CA) Nov 2016 - April 2018  
Majority of my time was spent conducting evaluative user research and translating findings into action items for my product team.

#### **Design Research Intern, Maelstrom**

(Austin, TX) June - Aug 2016  
IBM Design's internship program, Maelstrom, trains small teams of researchers, designers, and front-end developers to collaboratively design enterprise software and drive and services through participatory learning, reflection, and prototyping.

## **SKILLS**

### **Research**

Conducting interviews  
Formative usability  
Heuristic evaluation  
Screening participants  
Synthesis / Reporting

### **Communication**

Content strategy  
Copyediting  
Facilitation  
Presentation  
Workshop planning  
Writing

### **Design**

Product strategy  
Prototyping  
Service blueprinting  
Storyboarding  
Wireframing

### **Software**

Adobe Creative Cloud  
Basic HTML + CSS  
Figma  
Invision  
Keynote

## **EDUCATION**

### **SCHOOL OF VISUAL ARTS (SVA)**

**MA, Design Research, Writing, and Criticism**  
(New York, NY) May 2020

### **SAVANNAH COLLEGE OF ART AND DESIGN (SCAD)**

**BFA, Service Design**  
(Savannah, GA) Nov 2016  
Minor in Interaction Design  
Distinguished Scholar Award 2013 - 16

## **ORGANIZATIONS**

### **AMERICAN INSTITUTE OF ARCHITECTS (AIA)**

**Editorial Assistant, Oculus**  
New York, NY / Feb 2020 - present  
Supporting all aspects of the editorial and production process of Oculus, a quarterly magazine of the New York chapter of AIA.

### **SERVICE DESIGN NETWORK (SDN)**

**Contributing Member**  
(New York, NY) / Aug 2019 - present

### **Board Leader, Partnerships**

(San Francisco, CA) May 2018 - June 2019  
Sat on the local leadership board to plan chapter events and run programs with the local San Francisco IxDA chapter.

### **Educational Chapter President, SCAD**

(Savannah, GA) Jan - Nov 2016  
Facilitated internal meetings and events for the Service Design Department and planned quarterly design challenges with other clubs and organizations in the SCAD community.