

POLLY ADAMS

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EXPERIENCE

Senior UX Researcher at Charles Schwab

Remote • November 2020 - Present

Communication Designer at C&G Partners (Part time)

New York City, NY • Aug - Nov 2020

Content Strategist at Design Minded (Part time)

New York City, NY • July - Nov 2020

Service Designer at Sutherland Labs

San Francisco, CA / Remote • April 2018 - April 2020

Design Researcher at IBM Watson Data Studio

San Francisco, CA • November 2016 - April 2018

Design Research Intern IBM Design

Austin, TX • May - September 2016

EDUCATION

MA, Design Research, Writing, and Criticism at the School of Visual Arts

New York City, New York • Completed May 2020
Magna Cum Laude

BFA, Service Design at the Savannah College of Art and Design

Savannah, GA • Completed Nov 2016
Distinguished Scholar Award 2013-16
Magna Cum Laude

ORGANIZATIONS

Service Design Network (SDN)

- **Global Conference Event Team**, Remote • July 2020 - Present
- **Chapter Leader, Bay Area**, San Francisco, CA • Nov 2018 - Aug 2019
- **Chapter President, SCAD**, Savannah, GA • Jan - Nov 2016

American Institute of Architects (AIA)

- **Editorial Assistant, Oculus Mag**, New York City, New York • Jan - Aug 2020

American Institute of Graphic Arts (AIGA)

- **IBM Design Thinking Facilitator**, San Francisco, CA • May - September 2017

SOFTWARE

Figma, Sketch, Keynote,
GDrive, Adobe Creative Cloud

SKILLS

Writing, Copyediting, Content
Creation, Facilitation, Workshop
Planning, Event Coordination,
Blueprinting, Journey Mapping,
Storyboarding, Wireframing,
Prototyping, Presentation

EVENTS

Experience Planning for the Service Design Global Conference (SDGC)

Embracing Change
October 2020

Facilitation and Planning for SF Design Week (SFDW)

SDN + IxDA Crossover
Panel Discussion, *Design
Disciplines in Flux*
June 2019