

POLLY ADAMS

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EXPERIENCE

UX Researcher at Charles Schwab
Remote • November 2020 - Present

**Freelance Content Strategist
at C&G Partners and Design Minded**
New York City, NY • July 2020 - Present

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,
Protoytping, 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