

EMILY TAEGE : USER EXPERIENCE DESIGNER, BUSINESS ANALYSIS

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OBJECTIVE: I wish to obtain a broad and deep understanding of company processes, identify areas of improvement, and define a pathway from the business needs to effective solutions.

STRENGTHS:	ANALYSIS:	WRITING:	PARTNERSHIP:
	Examines business needs and expectations closely in order to make research supported recommendations.	Translates user needs into “user stories”, complete with acceptance criteria and test cases to clearly define a new process.	Consults with team and key stakeholders in order help define and deliver solutions that meet expectations.

EXPERIENCE: **NORTHERN TOOL + EQUIPMENT** : BURNSVILLE, MN Mar 2014 - Present
E-Commerce User Experience Designer

Identified areas of improvement to the customer experience by triaging customer feedback, A/B testing, user testing, and researching the best practices of user experience.

Created and prioritized at least 200 user stories in development backlogs for both mobile & desktop websites. Once a story has been selected, collaborated with product owners and key stakeholders to gather scope, clear acceptance criteria, mockups, test cases, and supporting documentation.

Acted as a liaison by defining the needs of the business team, and communicating with the developers in order to effectively deliver solutions. Monitored and refined implemented user stories to ensure usability success.

Participated in meetings and Agile ceremonies to establish good communication and smooth workflow among teammates. Presented solutions to the team, and fielded questions. Listened to team critique, and defended solutions with rationale when warranted. Negotiated and adapted solutions based on team feedback.

Functionally tested dozens of stories to ensure that they meet the stated acceptance criteria and test cases. Developed a robust regression testing methodology to improve tester engagement and ensure a quality product/stable build. Participated in and moderated dozens of regressions of the website, continually improving test scripts by asking for and implementing team feedback.

Supported the ERP transition to AX by helping to write 20 business process documents for various integrations with the ecommerce platform. Participated in consultation meetings to determine fit and gaps of the integrations.

MUSICMAKERS : STILLWATER, MN Oct 2017 - Present
E-Commerce Consultant (Part Time)

Guided client in designing a roadmap that fit with the business’ strategic goals and budget constraints. Gathered analytic data to benchmark performance before and after implementing the work described in the roadmap. Executed the work according to plan, provided training documents to the client to support their individual work going forward, and monitored output to ensure new work complied with changes made.

EDUCATION: **UNIVERSITY OF MINNESOTA** : MPLS / ST. PAUL, MN
Bachelor of Science / Graphic Design Major

professional references available on request