

# Suzanne Gause

Service & Interaction Design Lead at Fjord

srgause@gmail.com

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## Summary

Specializing in interaction design, user experience design, prototyping & usability testing, web development, content management & technology solutions

Specialties: User interface design, wireframes and functional specs, HTML(5), Flash, CSS(3), Javascript, jQuery, Photoshop, Illustrator, Dreamweaver, InDesign, Axure RP, Agile, user testing, graphic design

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## Experience

### **Service & Interaction Design Lead at Fjord**

December 2015 - Present (1 year 4 months)

### **Senior Interaction Designer at Fjord**

January 2015 - December 2015 (1 year)

### **UX Lead at Institute for Integrative Nutrition**

April 2014 - January 2015 (10 months)

### **User Experience Designer at Blenderbox, Inc.**

October 2012 - March 2014 (1 year 6 months)

### **User Experience Designer at Equinox**

February 2012 - September 2012 (8 months)

Helped design a mobile-first personal training application for scheduling and client management. Defined structure, navigation, layout and copy for various UX projects. Provided design research and conducted user tests, surveys and interviews.

### **UX Design Intern at Usabilla**

July 2011 - August 2011 (2 months)

Lead the UX redesign efforts for sections of Usabilla's web-based application. Worked with the marketing and development teams to create a new system of interactions and lead a team of UX and visual designers.

### **Sr. Interaction Designer at Digitas**

October 2009 - December 2010 (1 year 3 months)

Conceptual design, functional design and modeling audiences, processes & tasks. Create site maps, wireframes, flow charts and use cases.

## **Interactive Developer / Information Architect at Sapient**

May 2008 - September 2009 (1 year 5 months)

Web design, user interface design, custom application development, content management & technology solutions

## **Web Developer at Lord & Taylor**

February 2007 - April 2008 (1 year 3 months)

Design, implementation and maintenance of websites and applications (external and internal) for a regional retail chain.

## **Special Projects Analyst at Florida Public Utilities**

December 2004 - January 2007 (2 years 2 months)

Research, analysis, application development, database integration, and employee training in projects for a statewide utility company.

Developed a CRM site that collected customer information, provided status updates on projects, and significantly improved efficiency in the marketing department by reducing project wait times by 40 percent

Website maintenance and enhancements for external and internal websites: analysis/requirement gathering, application design, system development, application testing and project rollout

Integrated data collected from CRM site with existing customer tracking systems

## **Proofreader at The JKG Group**

September 2003 - December 2004 (1 year 4 months)

Proofreading, editing, copy writing, desktop publishing and graphic design

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## Honors and Awards

### **Web:Health Honoree: New York Blood Center**

2014 Webby Awards

April 2014

### **Non-Profit Gold Award: New York Blood Center**

W3 Awards 2013

September 2013

Honoring creative excellency on the web

<http://www.w3award.com/>

### **Consulting Gold Award: Coleman Research**

W3 Awards 2013

September 2013

Honoring creative excellency on the web

<http://www.w3award.com/>

**Best in Class Award: New York Blood Center**

Interactive Media Awards

December 2013

**Best in Class Award: Union Square Cafe**

Interactive Media Awards

December 2013

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## Languages

**English**

(Native or bilingual proficiency)

**Italian**

(Limited working proficiency)

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## Skills & Expertise

**Web Design**

**HTML + CSS**

**User-centered Design**

**User Research**

**Information Architecture**

**Interaction Design**

**Photography**

**Digital Strategy**

**Digital Marketing**

**Usability Testing**

**User Interface Design**

**User Experience**

**HTML**

**Content Strategy**

**Rapid Prototyping**

**User Experience Design**

**CSS**

**User Interface**

**Wireframes**

**Web Development**

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## Education

**Domus Academy**

MA, Interaction Design, 2011 - 2011

**University of Florida**

B.S., Journalism and Communications, 1999 - 2003

Activities and Societies: Editor of "The Gator Standard", a start-up student newspaper, Student Society for Newspaper Design, Society of Professional Journalists, Intern at WSKY radio station

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# Interests

interaction design, digital strategy and everything UX

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## 17 people have recommended Suzanne

"Suzanne's wireframes are a visual designer's dream! She has both technical knowledge and a designers' eye for great layouts. Her years of experience are evident in her work. Her diligent efforts ensured that the visual design stage went smoothly, with any potential edge cases already addressed. She also has a bank of knowledge regarding data-driven best practices for the web. She has a great personality, which helps during discovery phases of projects, and is easy to work with. I truly enjoyed collaborating with Suzanne!"

— **Leah Angle**, worked directly with Suzanne at Blenderbox, Inc.

"Suzanne has been of great value for our company in the short period of time she was working with our team. She is an excellent interaction designer, a great communicator and knows how to translate complex problems into concrete and usable solutions. Suzanne surprised us with speed, the quality of her work and the way she took the lead in a very challenging project. In just a few weeks she was able to learn, add great value, and help to accelerate a fast moving web startup."

— **Paul Veugen**, managed Suzanne at Usabilla

"Suzanne is a delight to work with. She is smart, passionate, skilled and a great team member. She is able to work independently on projects when needed, but also bring ideas and perspective to larger projects as well. She is extremely facile at learning new tools, and we relied on her skills for prototyping. She is also great at quickly getting to a big picture of a project, and understanding how to break it down into something manageable. She was a valuable member of our team, and if she had left for any reason other than going back to grad school I'd have fought hard to keep her!"

— **Andy Cascone**, managed Suzanne at Digitas

"Suzanne and I worked together on a very intricate project that changed hour to hour. I knew I could always count on her to provide an accurate assessment of where we were and guidance on the best way to proceed. Her attitude and intelligence always took the tension out of the situation and made the project a pleasure to work on."

— **Steve Salinaro**, worked directly with Suzanne at Digitas

"Suzanne was the lead interaction designer on a pilot program launch that we developed on behalf of one of our clients. With little background on the assignment, she hit the ground running and got up-to-speed very quickly. She was able to offer insight into best practices from day one and quickly earned the trust of our client given her detailed approach."

— **Jenn Bader**, worked with Suzanne at Digitas

"Suzanne was an essential part of several large-scale interaction design-led projects that I worked on at Digitas...and not always by coincidence because I specifically requested for her whenever I got the chance. She is a dependable and detail-oriented designer. She thinks deeply about her work, pushes back when something doesn't make sense to her, and always executes quickly and flawlessly. Everyone on the team recognized that whenever there was a deliverable that we needed to get done right and done quickly -- Suzanne would be the first person in mind. I would recommend her work based on thoughtfulness and quality, and her ever-positive attitude in the midst of stressful timelines and high pressure is an added bonus."

— **Regina Javier**, managed Suzanne indirectly at Digitas

"Suzanne was a great asset to our project team at Digitas. There were many days of working long hours, and Suzanne was always happy to roll up her sleeves and get things done. Her knowledge of Axure allowed us to develop more wireframe prototypes in less time, making it easier to focus on good solutions rather than the mechanics of the software. I always appreciated her spirit, and would gladly work with her again in the future."

— **Peter March**, managed Suzanne indirectly at Digitas

"It's rare to find someone well-versed in all aspects of web design and development, but Suzanne is one of those special few who can call herself a "Jill of All Trades." Her complete knowledge of the design process allows her to empathize with the user throughout every stage of a project, and she is also able to speak the language of the other team members, earning her the respect of everyone involved. You'll never have to worry about things getting done when Suzanne is on your team. I would not hesitate to work with her again if given the chance."

— **Jen Randolph**, worked directly with Suzanne at Digitas

"I wish I could have chosen all of the above attributes for Suzi! I can honestly say that I haven't ever worked with a designer as knowledgeable and accessible as Suzi. There isn't any project that's beyond her reach, and her follow up and ability to meet deadlines is amazing. She's been able to turn some of the craziest concepts into graphic reality and she's an absolute joy to work every step of the way."

— **Melody Easton**, was Suzanne's client

"I worked with Suzanne on a complex and tight timeframed project for MetLife Auto & Home. Suzanne was an absolute pleasure to work with, built fantastic relationships with the clients, always stayed on top of the many issues we were juggling and created some really great solutions to complex interaction design challenges. I would highly recommend Suzanne for any position."

— **Cass Crockatt**, managed Suzanne at Sapient

"Suzanne has proven herself as a great team player who always contributes 100% effort to her project work. Suzanne knows that the interactive world is always advancing and changing, and does better than most in keeping herself engaged in learning new trends and developments in the industry. Her passion for her work drives her curiosity and expands her interactive experience. She is undeniably the glue that keeps our office community together by reaching out to every one of our colleagues and encouraging them to build better relationships and foster greater collaboration which creates an office atmosphere that is exciting to experience. Suzanne is the kind of teammate and coworker that great companies value greatly and hope to have."

— **Beth Lamonica Black**, worked with Suzanne at Sapient

"Working with Suzanne on the Lord & Taylor website was always a pleasant experience. Besides Suzanne's internet skills, she was also a great teacher. She has a great "can-do" attitude and is always ready to advise on the best methods to get the job done. I enjoyed working with Suzanne, and always look forward to working with her again."

— **Tom DePalma**, worked with Suzanne at Lord & Taylor

"Suzanne was one of the kindest and most conscientious people I've ever had the privilege to work with. Her professional talents and abilities were always admired. She is hard working and cares about what she does. Suzanne's desire to constantly learn and challenge herself with new software and technology has led to her excellence and value. I highly recommend Suzanne to any organization that desires only the best."

— **Robert C. Meyerson**, worked directly with Suzanne at Lord & Taylor

"I have known Suzanne for eight years and have always found her to be very knowledgeable and dependable. She has a unique skill set because of working in both IT and advertising ranging from a utility company to a retail firm. I would highly recommend having Suzanne on your team."

— **Stephanie Coleman**, was with another company when working with Suzanne at Lord & Taylor

"Suzanne has been essential in making sure Lord and Taylor's website has been updated correctly and on time. She does whatever it takes to get the job done right the first time. Suzanne works long hours because Lord and Taylor requires our site to updated at midnight and on holidays. She has been successful under

stressful conditions with little supervision. I'm glad to have worked with Suzanne and know she will do a wonderful job where ever her career takes her."

— **Alan Curtis**, managed Suzanne indirectly at Lord & Taylor

"Suzanne possess the dynamic combination of skills in both marketing communications as well as information technology. Her technical expertise and highly valuable business skills are second only to her likable, super-friendly nature. Suzanne works well on team projects and has proven to be a leader with regards to keeping projects on track and meeting deadlines. It was a pleasure working with Suzanne."

— **Joe Eysie**, worked directly with Suzanne at Florida Public Utilities

"Suzanne handled many marketing projects along with performing web design for our company. She is intelligent, has a good sense of humor, and has great communication skills. She worked with me on preparing a successful power point presentation for an executive association meeting and proved herself to be very creative. I would have full confidence in her ability to tackle any web project or presentation and has the ability to learn any new technology that would be required in order to successfully complete the task at hand."

— **George Bachman**, managed Suzanne indirectly at Florida Public Utilities

[Contact Suzanne on LinkedIn](#)