

AMY SCHLACHTER

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OBJECTIVE

Results-oriented professional with expertise in both QA and UX in search of a role in which I can provide a meaningful contribution to an organization's product development team. I bring a natural empathy for others, and strong ability to communicate and uncover issues within a software product. I hope to expand my talents with a company that prioritizes the user's experience.

EDUCATION

KENT STATE UNIVERSITY KENT, OH
Master of Science in User Experience Design **May 2018**

- Graduated with a 4.0 GPA

BOWLING GREEN STATE UNIVERSITY BOWLING GREEN, OH
Bachelors of Science in Education **December 2001**

- Major: Athletic Training and Clinic Management

SKILLS

My UX coursework and experience has provided a solid foundation in:

- Guerilla, Remote, and In Person Usability Testing
- User and Stakeholder Interviews
- User Research and Persona Creation
- Information Architecture Concepts
- Interaction Design
- Content Strategy
- Interactive Prototyping
- Wireframe Creation

PROFESSIONAL EXPERIENCE

TEAMSNAP REMOTE
Quality Assurance Tester **February 2020-May 2020**
Jr Quality Assurance Tester **June 2019-January 2020**

- Wrote and executed manual test cases and executed test scripts.
- Evaluated new and existing features for UX, UI, and accessibility related issues.
- Created and managed testing documentation in Confluence and Jira.
- Identified and made recommendations for new areas where automated testing would be a benefit.
- Ran automated tests in Ghost Inspector as a second means of identifying regressions within the product.
- Collaborated with the product team to identify potential risks and identify requirements for new product features.
- Identified and reported bugs within new and existing features. Worked with developers, subject matter experts, and project managers to assess the timeframe for fixing bugs, and evaluated the risk of deploying bugs into the production environment when necessary.

- Collaborated with the QA and project teams to improve processes, documentation, and workflows.
- Established strong relationships with developers, designers, and project managers to create a cohesive team atmosphere.
- Provided UX expertise in regards to user testing, UI changes, and user flows for new features when necessary.

KENAN ADVANTAGE GROUP

CANTON, OH

Contract UX Designer

December 2018-May 2019

- Worked in an agile environment to redesign the software product users utilized to order fuel products.
- Collaborated with the product design team to evaluate the current product and determine what changes should be made to improve the usability of the software.
- Interviewed internal stakeholders about product functionality and user behaviors during the fuel ordering process to gain a stronger understanding of user behaviors and needs.
- Produced wireframes for the new product screens in Figma.
- Developed interview and usability testing documentation, including screeners, test scripts, and post-test questionnaires to evaluate the new designs.
- Performed product demonstrations within the product team, and upper management to elicit business stakeholder feedback continually throughout the design sprints.
- Participated in exploratory testing on new software applications as needed.

HONEYBEEBASE

CANTON, OH

Contract UX Designer

November 2017-March 2018

- Performed a review of the software onboarding process, as well as, specific tasks within the software to assess for issues within the design of the user interface.
- Recruited users for interviews to uncover their needs and desires in the functionality of the software and its use.
- Facilitated remote usability testing with the recruited users and reported the findings along with recommendations for changes to the software to improve the design and use for the user.

SOFTWARE EXPERIENCE

Throughout graduate school and professionally I have utilized the following software:

Confluence, Jira, Figma, Mockflow, Validately, Proto.io, Treejack, Chalkmark, Invision, Axure, Balsamiq, Screencast-O-Matic

OTHER PROFESSIONAL EXPERIENCE

MERCY MEDICAL CENTER- August 2005-present

CANTON, OH

CONCORDE THERAPY GROUP- August 2004-July 2005

CANTON, OH

Malone University Athletic Trainer

August 2004-Present

- Responsible for the care of athletes participating in soccer, volleyball, cross country, track & field, basketball, golf, and softball at the NCAA Division II level.
- Work alongside the other athletic training staff to maintain the athletic training portion of the athletics website.
- Responsible for the creation, collection, and charting of all pre-participation paperwork, and medical clearance of all athletes, including the clearance of all athletes in compliance assistant.
- Work independently and in conjunction with the Malone athletic training staff to create and implement policies and procedures in regards to injury reporting, sickle testing,

female athlete triad management, concussion management, yearly medical clearance paperwork, and insurance claims procedures.

- Develop strong interpersonal relationships with athletes, coaches, administrators, and health care professionals.
- Counsel athletes in regards to health related topics, and make referrals for outside services when necessary.
- Work in a supervisory capacity with student workers on daily tasks.
- Manage the extra staffing needs for all event coverage within the Mercy Sports Medicine university and high school contracts.
- Serve as a speaker for high school and youth coach's clinics.

UNION HOSPITAL HEALTHPLEX

DOVER, OH

Athletic Trainer

October 2003-June 2004

- Provided preventative, acute, and restorative medical coverage at practices and games for all Newcomerstown High School teams.
- Recertified coaches in CPR and AED use.
- Provided supervision and education to student assistants working with the various sports teams.
- Oversaw the sports medicine budget.

AKRON GENERAL SPORTS & PHYSICAL THERAPY

AKRON, OH

Athletic Trainer

August 2002-June 2003

- Provided medical coverage for training room treatments, practices, and games for all sports teams at Norton High School.
- Assisted in the certification of coaches in CPR and AED use.
- Managed the athletic training budget and supplies.

Physical Therapy Aide

December 2001-July 2002

- Assisted the physical therapy and athletic training staff in orthopedic patient care in the aquatic and land based therapy settings.

Internship

September 2001-December 2001

- Provided rehabilitation and treatment to patients with orthopedic injuries in the land and aquatic based clinical settings.
- Served as sports medicine staff at special events.
- Aided in the certification of high school coaches in CPR and AED use.

NORTON CITY SCHOOLS

NORTON, OH

Athletic Health Care Instructor

August 2002-August 2003

- Instructed high school juniors and seniors from Copley, Wadsworth, Norton, and Barberton high schools in athletic training and anatomy and physiology classes.
- Maintained appropriate documentation of OCAP learning objectives.
- Recruited freshman and sophomore level students for the program.
- Counseled students on future career and university choices.
- Developed an internship program for senior level students.
- Developed relationships with area professionals, and set up an advisory committee to help guide the development of the athletic health care program.

REFERENCES

Jennie Neusch
QA Manager - TeamSnap
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Jennifer Shaeffer
QA Team Lead - TeamSnap
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Terri Schmier
Former CPO- TeamSnap
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