

Cyndi Thompson, UX Designer

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Experience

UX Designer | Microsoft

Nov 2020 - Present

Contract via Allovus

Led application design for the launch of the Microsoft Cloud for Nonprofit. Led first-run-experience design for the Microsoft Cloud for Healthcare. Collaborated with other industry cloud designers and researchers on design alignment, applying research, learning platform technologies, process improvements, and promoting accessibility.

Featured Projects

Fundraising & Engagement - Redesign of Donation Processing Forms

Led redesign of donation processing forms in the Fundraising and Engagement application to streamline donation entry for gift processors based on research from user and SME interviews.

Press Release: [linkedin.com/pulse/whats-new-microsoft-cloud-nonprofit-tools-drive-erik-arnold/](https://www.linkedin.com/pulse/whats-new-microsoft-cloud-nonprofit-tools-drive-erik-arnold/)

Role: UX design & research

Volunteer Management & Volunteer Engagement - Paired Application & Website

Led design of an application for nonprofit volunteer management on the Microsoft Power Apps platform and an accompanying website for volunteers to search for and apply to nonprofit volunteer opportunities. Iterated on designs based on feedback from private preview user sessions.

Case Study: [CyndiThompson.com/Project-Volunteer.html](https://www.CyndiThompson.com/Project-Volunteer.html)

Role: UX design & research

Care Management - First Run Experience

Led design of a landing page and product tours for first run and trial experiences in the Care Management application based on research learnings from other product trial experiences. Landing page resources and tours walk business decision makers, administrators, and care managers through application work flows and possible integrations.

Launching: Feb 2022

Role: UX design

Design Team Lead | Palador

April 2015 - June 2019

Promoted from: Web Designer

Nov 2012 - April 2015

Led a team of 2-4 designers at a custom software consultancy in the design and creation of enterprise apps, mobile apps, and responsive websites to meet client needs. Promoted the use of best research and usability testing practices in our design process. Advocated for accessible design through creation and oversight of code, design review, process changes, and team education.

Web Designer | SEO.com

Oct 2009 - Feb 2012

Custom web design and Wordpress template development for small to medium sized businesses.

Education

MS in Human Centered Design and Engineering | University of Washington 2018-2020

- Directed Research Group on Mental Health: Studied how to support mental health strategies for elderly adults using qualitative research and thematic coding.
- Directed Research Group on Asthma Management: Designed and tested a prototype app for family co-management of child asthma using behavior change principles.
- Topics of study included: qualitative and quantitative research, usability testing, inclusive design, international UX, machine learning, and designing for complex systems.

BA in English Literature | University of Washington 2003-2007

- Additional studies included graphic design & creative writing

Volunteer

UX Book Club | Ada's Books Jan 2016 - Sept 2018

Hosted a monthly UX book club by curating reading list, coordinating with event space, promoting meetings, and leading discussions.

Skills

Research & Analysis

- Interviews & Surveys
- Usability Testing
- Heuristic Evaluations
- Personas & Scenarios
- Affinity Diagrams
- Experience Maps

Design

- Info Architecture
- Interaction Design
- Wireframing
- Prototyping
- Data Visualization
- Accessibility

Development

- HTML
- CSS & Sass
- JavaScript
- Data Analysis with Python and R

Tools

- Figma
- Adobe CC
- InVision
- Marvel
- Visual Studio
- Azure DevOps