

DYLAN RABIN

Data. Design. Deadlifts. Desserts.



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<https://dylanrabin.com>

(818) 665-6084

SKILLS

UX Methods

Affinity Diagramming
Competitive Analysis
Contextual Inquiry
Empathy Mapping
Journey Roadmaps
Personas/Scenarios
Product Ideation
Rapid Prototyping
Usability Testing
Wireframing

Code

HTML/CSS
JavaScript
Python
SQL

Tools

Adobe XD
Adobe Illustrator
Adobe InDesign
Adobe Photoshop
Asana
Google Analytics
InVision
Jira/Confluence
Microsoft Excel
Miro/Mural
Sketch/Figma
Tableau
Wordpress

RELEVANT COURSES

Big Data Visualization
Business Strategy
and Communications
Consumer Behavior
Digital Product Design
Entrepreneurship
Finance Management
The H in HCI
Product Development

INTERESTS

Accessibility
Design Thinking
Entertainment
Health and Fitness
Sustainability

EDUCATION

University of Michigan

- Bachelor of Business Administration, emphases in Technology and Strategy
- Bachelor of Science in Information, User Experience (UX) Design Path
- GPA: 3.84/4.00, Cum Laude, James Angell Scholar, 180 Degrees Consulting

EXPERIENCE

User Experience (UX) Designer @ SAP SuccessFactors

- Coordinated migration of components, flows, and specs from Sketch to Figma, generating 1000+ engagement card variants for module designers to use while enhancing design system management skills
- Led SuccessFactors transition from Fiori to Fiori Next design system, managing responsibilities of contractors and current designers while ensuring timelines are met on the product roadmap and templates are properly organized in Figma
- Reimagined virtual employee engagement via a hyper-personalized short-form video mobile app, conducting 6 qualitative interviews, visualizing insights with an affinity map, designing high-fidelity mockups, and learning After Effects for a video prototype

Program Manager (PM) Intern @ Amazon

- Built HRBP internal product to connect HR leaders to available templates and resources, minimizing average number of clicks for finding available content by 50%
- Collaborated with HRBPs, learning designers, and technical program managers to consolidate existing talent management procedures into a talent lifecycle, simplifying the manager roadmap and providing exposure to 60,000 employees
- Developed social networking Alexa Skill to help interns connect before onboarding, improving the new hire experience through voice UI design in a 3-week hackathon

Customer Experience (CX) Operations Intern @ Comcast NBCUniversal

- Administered transition to 3-tiered data usage pricing structure by outlining Agile testing process flows of buying, activating, using, paying, and removing phone lines and calling plans, generating 132 test case trials to test over entire customer journey
- Facilitated execution of 132 use cases for identifying errors in customer-care agent interactions and technical buyflow from CX perspective, reporting 91 defects in Jira/Confluence for product management and software development teams to resolve
- Analyzed key metrics in customer journey data to measure impact of touchpoints on Customer Net Promoter Score (NPS) and Retention Rate, verifying 22,060 line cancellations due to dissatisfied customer care calls within 30 day period

User Experience Researcher @ the City of Ann Arbor

- Utilized UX Research methods to gauge interest in implementing voice-user interfaces (ex. Amazon Echo) to pay water bills and understand water consumption rates, recognizing 37% of research participants interested in VUIs from Ann Arbor community and presenting product design recommendation to government officials
- Collaborated with current residents to collect citizen data through surveys and interviews, identifying needs of water payment processes through comparative analyses and affinity mapping to connect data to recommendations

ADDITIONAL

- Overcame disability that left me part-deaf by 10 years of hearing/speech therapy
- Organized "Hunger Games" food drive at high school with districts, tributes, and television series, receiving over 7,000 food items and tripling school record

May 2021

Ann Arbor, MI

Jun-Dec 2021

Palo Alto, CA

Summer 2020

Seattle, WA

(remote)

Summer 2019

Philadelphia, PA

Summer 2018

Ann Arbor, MI