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CONTACT

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- www.annkruger.com
- Trento (TN)

TOOLS

- G Suite
- MS Office Suite
- Confluence, JIRA, Trello
- HTML / CSS
- Canva
- Miro
- Figma
- Adobe
 - XD
 - Illustrator
 - Photoshop
 - InDesign

SKILLS

- Wireframes
- Prototyping
- Surveys
- Participatory Design
- Workshops
- Focus Groups
- Card Sorting
- Usability Testing
- Interviews
- User Journeys

LANGUAGES

English - Native
Italian - Elementary

ANN LINDSEY KRUGER

UX DESIGN & RESEARCH STUDENT

Motivated and skilled Master's student in Human-Computer Interaction, passionate about user-centered experiences. Proficient in design principles, usability testing, and research methodologies. Seeking internship to apply developed skills.

EDUCATION

Master of Science in Human-Computer Interaction

University of Trento September 2022 - In Progress
Trento, Italy

Bachelor of Science in Technical Communication User Experience

summa cum laude

Arizona State University September 2019 - May 2021
Online, AZ, USA

Bachelor of Arts Interdisciplinary Studies

The Evergreen State College September 2008 - May 2010
Olympia, WA, USA

WORK EXPERIENCE

U.S. Field Operations Director

May 2013 - August 2022

RootMetrics an Ookla Company | Network intelligence & testing
Bellevue, WA, USA

- Co-managed a remote team of 35 Mobile Field Network Technicians across 5 bi-annual projects with shared resources, in addition to ad hoc professional service projects leading to a successful ~\$200M sale of the RootMetrics startup in 2015
- Collaborated cross-functionally to research, design, prototype, and test field solutions that expanded product offerings
- Identified users' needs through observation and unstructured interviews to advocate for internal tools that streamlined work
- Communicated with stakeholders to gather requirements for new projects and created supporting documentation for successful product launches through product lifecycle
- Developed technical training documentation, field audit forms, and maintained Standard Operating Procedures for our field operations team to reduce cost while delivering on contractual obligations

Design Intern

February 2021 - April 2021

Stable and Wise | Recruitment Consulting
Online, NSW, Australia

- Created a style guide and updated brand collateral to support company branding change and future interns
- Edited, designed, and e-published informational materials for a localized audience to build brand reputation and client base