

Olivia Lucas

social scientist • designer • strategist

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Education

Applied Sociology M.A.

2020 - 2022

University of Alabama at Birmingham,
Birmingham, AL

Interaction Design M.A.

2017 - 2018

Domus Academy, Milan, IT

UX & Web Design Certificate

June - September 2015

General Assembly, Los Angeles, CA

Marketing B.S.

2007 - 2011

Sacred Heart University, Fairfield, CT

Key Skills

Research

Study design and management

Recruiting

Secondary research, literature review

Interviews (user and stakeholder)

Focus groups

Shadowing and observational research

Survey design and distribution

Synthesis and pattern recognition

Usability testing

Design

Wireframing / interaction design

Storytelling

Data visualization

Workshop design

Artifact and framework creation

Low to High Fidelity Prototyping

Tools

Adobe Creative Suite

Figma / Sketch

Principle / Invision

Microsoft 360

Work Experience

Senior Service Designer

Atlanta, GA

Harmonic

April 2021 - Present

Managed a team of designers and clients through Service Design processes to uncover current state understanding and a future state north star vision

Coached and trained clients in group and one on one settings on Human-Centered Service Design techniques to encourage building capabilities within the organization

Sold a contract extension for an initial 4-month project to a Fortune 500 bank, lasting nine months

Designed and facilitated research initiatives and workshops with all levels of the organization and their customers

Senior Service Designer

Atlanta, GA

Skylight

June 2020- April 2021

Designed and co-authored a Service Design Toolkit for internal method standardization and external educational purposes, which serves as a guide to the organization's approach to Service Design

Worked with all levels of the United States Air Force Weather Office to add a human-centered approach to their digital transformation

Provided research and usability findings to inform a new data platform for Connecticut's Early Childhood Education Department

Service and Interaction Designer

Atlanta, GA

Fjord

April 2018 - June 2020

Designed and co-authored a Service Design Toolkit for internal method standardization and external educational purposes, which serves as a guide to the organization's approach to Service Design

Worked with all levels of the United States Air Force Weather Office to add a human-centered approach to their digital transformation

Provided research and usability findings to inform a new data platform for Connecticut's Early Childhood Education Department

Service Designer Residency

Turin, IT

Experientia

June 2017 - October 2017

Worked on research, design, and strategy for clients such as 3M to reposition products and provide lead generations innovation

UX Designer Residency

New York, NY

Deutsch

August 2016 - October 2016

Selected for the D-Prep residency program to work on a cross-functional team creating captivating concepts and campaigns using research, strategy, and brand identity for brands such as Busch

UX Designer

Los Angeles, CA

Rhubarb for GoBe and Syrup

September 2015- June 2016

Worked with two startups to conceptualize and deliver early-stage products working with two engineers and a product manager to research, design, and deploy digital products

Presented research findings for GoBe to the Los Angeles Mayor's office to provide uncovered insights on homelessness and volunteer strategies