

Angie Sullivan

USER EXPERIENCE DESIGNER

EXPERIENCE

Home Instead | Ottawa, ON

Business Development, Jan 2022 - Present

- Built, strengthened, and sustained collaborative relationships with community partners
- Reduced outstanding receivables through effective communication and negotiation of payment plans with clients

Recruitment and Engagement Coordinator, Apr 2020 - 2022

- Recruited, oriented and engaged all new care providers
- Customized and launched virtual orientation sessions, and increased employee count by 25% to meet high demand of service

Case Manager, Jan 2019 - 2020

- Conducted initial consultations with families and collaborated with healthcare professionals to develop individualized care plans
- Ensured quality service through home visits and communication with the franchise owner, clients, and care providers

Housing First Practitioner | Options Bytown

MARCH 2017 - 2019, OTTAWA, ON

- Conducted assessments, coached life skills, and used evidence-based practices such as motivational interviewing
- Developed good working relationships with landlords and
- collaborated with multidisciplinary healthcare teams

Community Liaison Worker | Centre espoir Sophie

JAN 2015 - 2017, OTTAWA, ON

- Built rapport, and empowered women by advocating for their needs, providing them with resources, informal counseling and crisis intervention
- Facilitated information sessions to potential partners and volunteers

PROJECTS

Lead Research | [RoundTable](#)

OCT 2022, VIRTUAL MICROSOFT HACKATHON

- Collaborated with a team of 3 UX Designers and 2 Web Developers to solve a 24-hour challenge. Conducted research, sketched designs, translated designs on wireframes and prototyped to high fidelity, all whilst communicating with Web Developers.

Ux Designer | Blossom

SEPT-NOV 2022, CAPSTONE PROJECT

- Blossom is a goal-setting application, targeting people who experience seasonal depression.
- Over the course of 10 weeks I executed a full case study ending in a working prototype.

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EDUCATION

BrainStation | User Experience Design Diploma

AUG 2022 - NOV 2022, OTTAWA, ON

University of Ottawa | Bachelors of Arts in Psychology

SEP 2009 - 2013, OTTAWA, ON

SKILLS

Proficient in English and French, InVision, Figma, Sketch, Adobe XD, POP App, Sketching, Storyboarding, User Research, User Testing, Prototyping, Wireframing, Interaction Design, UI Design, Information Architecture, Responsive Web Design, Mobile Design, Web Design, Accessible Design

PROFILE

User experience designer with 7+ years experience working in various roles where I found my passion for understanding human behavior. My deep sense of empathy and desire to create meaningful experiences lead me to focus on inclusive, intentional and intuitive design.