



# CHELSEY ALBERTSON

## UX Content Designer

 chelsyalbertson@gmail.com

 www.chelsyalbertson.com

## Education

### UX Certificate

Google on Coursera  
Completed in 2021

### Master of Arts – Communications

Purdue University  
Graduated in 2021

### Master of Education – TESOL

Grand Canyon University  
Graduated in 2011

### Bachelor of Arts – Spanish

Ball State University  
Graduated in 2008

## Skills

Content Study Design; Survey design, distribution, analysis, & reporting; Project Management; Agile Methodology; Bilingual in Spanish and English

## Tools

Figma, Optimal, InDesign, Sketch, Miro, Mural, Canva, Tableau, Qualtrics, GA4, Jira, Confluence, CMS

## Profile

I have several years of experience in content design and strategy through my diverse professional background in education (not listed for space), content writing, and ultimately UX. I have worked on Agile teams in higher ed and in tech startup environments. I am a fast processor, an empathic communicator, and an efficient worker.

## Work Experience

### UX Content Designer & Researcher

UNIVERSITY OF COLORADO - BOULDER  
2023 - CURRENT

- Manage and write content for student portal and university sites
- Create and run usability studies, surveys, card sorts, tree tests and surveys
- Create, refine, and present designs in Figma

### UX Designer & Content Designer

FREELANCE  
2010 - CURRENT

- Audit web designs and content for small businesses
- Write copy that educates, informs, and guides users
- Implement digital accessibility practices
- Gather user feedback to determine clients' needs

### UX Researcher & Designer

JUMPSUIT  
2022 - 2024

- Usability studies for getspruce.com
- E-commerce website redesign in Figma for robertallenhg.com
- Competitive audit research for behavr.com

### UX Researcher & Designer

MUUD  
2022 - 2023

- Design and iterate on all sections of pre-launch app
- Build and iterate app in no-code environment Adalo
- Conduct usability testing interviews

### UX Researcher & Designer

FLEETOPS  
2021 - 2022

- Extensive UX research, interviews, surveys, insights
- Complete app design from start to finish
- Figma-based website design