

Rumi Seabrook

Certifications and Experience

Springboard – UX design (2018 - 2019)

- Conducted user research through both in-person interviews and surveys
- Performed heuristic analysis of competing applications to identify strengths and weaknesses
- Conducted card sorts to uncover common patterns and to also establish a unified language
- Developed sitemaps and user flows using Draw.io
- Designed paper sketches, digital wireframes, and clickable prototypes
- Successfully carried out moderated usability tests using prototypes
- Communicated closely with professional UX mentors to hone UX skills

UC San Diego – Human-Centered Design (2016 - 2017)

- Created storyboards, paper prototypes, and low fidelity mockups as a part of degree curriculum
- Learned techniques of user research including creating stakeholder maps and writing and conducting interview questions
- Synthesized results of user research and discovered design opportunities

Skills

Storyboarding

User Research (surveys, interviews, card sorting)

Heuristic analysis

Creation of empathy maps, personas, and user stories

Sketching

Wireframing

Prototyping

Usability testing

Tools

Survey Monkey

Balsamiq

InVision

Axure

Sketch

Foreign Languages

Japanese

German

Work History

WilmerHale – Document Reviewer and Translator

2013 - 2018 | Washington D.C.

(Contract through Special Counsel)

- Crafted work plans and closely collaborated with other team members to complete projects on a tight schedule
- Helped reduce costs by streamlining translation process
- Solved editorial problems when combining translations created by a large number of team members

JBIC – Administrative Assistant

2012 - 2013 | Washington D.C.

(Contract through Interesse International Inc.)

- Responsible for creating schedules for company representatives
- Served as first point of contact/liaison for American clients and Japanese officials
- Tasked with providing research support related to the bank's investment decisions

SEINO LOGIX – Lead Customer Service Rep.

2008 - 2011 | Nagoya, Japan

- Maintained strong rapport with clients as well as detailed documentation to improve the quality of services provided
- Served as a liaison between clients and the sales team to ensure that customer requests were completed as scheduled
- Served in a leadership role managing other team members, training and mentoring junior staff as well as resolving unique project manager problems that occurred
- Updated and managed the company website and assisted customers with technical questions regarding the website's tools and navigation

Education

Nanzan University, Nagoya, Japan (2003 - 2008)

- BA in German Studies
- German Language, Society, Culture, History and Literature

Interests and Hobbies

I enjoy baking, running, surfing, and spending time with my two little boys and husband