



EMORYBALL

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#### Find Me Online

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#### Talents

I'm a creative thinker that can see both the picture and be obsessed with the details.

I'm diplomatic, personable and a enthusiastic collaborator.

I have a deep sense of empathy that allows me to identify with the user and craft meaningful and inclusive experiences.

I have strong communication skills.

I enjoy experimentation and not afraid of being wrong on my way to getting the right answer.

#### Skills

User Research / Interaction Design / User Interface Design / Usability Testing / Visual Design / HTML / CSS / Interviews / Card Sorting / Rapid Prototyping / Personas / Wireframes / Experience Maps / User Journeys / Storyboards / Task Flows / User Stories / Strategy Workshops

#### UX Designer at PointSource/Globant (2014-present)

I meet with clients, gather input from stakeholders and review project requirements related both to user experience and technology. Using that information I create user paths, journey maps, site flows, and wireframes, extensively outlining the user experience to facilitate the creation of solutions for websites and applications.

#### UX/UI Designer at Fidelity (2014)

Redesigned the UX and UI of the company's multiple learning portals.

This not only included taking into account existing functionality but also suggesting ways for enterprise-wide functionality to be implemented while still allowing each portal's user experience to be customized to the training that the portal is providing. Tracked existing functionality as well as researched new solutions. Generated site flows, wireframes and user interface designs.

#### Web Designer at SAS (2013-2014)

Created microsities and interactive graphics as well as supporting the new SAS website rollout, formatting existing content into the new site structure.

#### Interactive Designer at Esurance (2010-2013)

Carried the brand standards and the UX of Esurance through to a variety of marketing deliverables. I spent time researching and recommending technology solutions for projects such as social media and event marketing. I also:

- Designed and produced landing pages, microsities, blogs, online advertising, site elements, information pages, and customer quote flows.
- Ensured company standards were achieved and project timelines were met.
- Designed and implemented social media marketing campaigns.
- Designed guided interactive experiences.

#### Interactive Director at Train of Thought Marketing (2008 to 2010)

Oversaw the day to day operations of a team of twenty people whose roles included multimedia producers, motion graphic artists, 3D modelers, copywriters, graphic designers, developers, and quality control specialists. In addition my duties as a manager I served as lead designer on a number of projects and as a strategist on others, researching new technologies and suggesting the best solutions for each project.

#### Interactive Director at Littleton Marketing and Advertising (2007 to 2008)

Guided the requirements gathering and production of all interactive deliverables from web sites to all the elements

of online marketing campaigns.

- Ensured company standards were met and projects were on time and within budget.
- Researched and recommended technologies and guided interactive designs.
- Reviewed project scope, recommended staffing needs.

#### Web Designer at North Carolina State Government - DHHS (2006 to 2007)

Overhauled the design and information architecture of the state Department of Health and Human Services site. The challenges of this role extended beyond the huge amount of information being presented and mainly rested in the fact that there were numerous stakeholders and a lengthy list of (sometimes conflicting) requirements.

- Redesigned existing site incorporating W3 guidelines for Web Content Accessibility.
- Worked within constraint to use only CSS and HTML.
- Designed and enacted usability testing scenarios.

#### Principal / Creative Lead at Synthesis Creative (2001-06)

This was my own firm, and since it was small (there were two of us at the start) I wore many hats, everything from creative lead to the person that got the coffee when clients came to visit and everything in between.

- Created interactive design products such as web sites, web-based applications, Intranet sites, and application interfaces.
- Designed Corporate identities and printed materials.
- Contributed to the overall strategic direction and vision of projects.
- Collaborated with project team and client to identify the target audience and desired content, and to gather requirements for product structure, interactive elements, and design.
- Developed and documented project architecture.
- Implemented design concepts in appropriate media.
- On designated projects, assumed project leader status and was responsible for all client contact, proposals, presentations, and billing.

#### Graphic Designer at Fusion Studios (2000-01)

Fusion was a small firm and I handled a number of different roles branching out a bit from web design as we did a lot of online and standalone presentation work, so I acquired some good Flash chops here.

- Designed and produced marketing communications in a wide range of media: web, environmental, print and interactive.
- Assisted in brand and identity development for clients.
- Managed projects and production.

#### Multimedia Designer at NIX Design (2000)

The title said Multimedia Designer but the roles here were basically anything that touched the online realm from web sites to presentations. I served as a graphic designer, user experience designer and front end developer on projects.

#### Art Director at TSI Soccer (1999-2000)

Brought on board to redesign the TSI Soccer online catalog with the goal of increasing both repeat traffic and sales. By incorporating items like featured sales items, news feeds, and an advice section, sales from the site increased by 150%.

#### Graphic Designer at IBM (Tascor) (1995-99)

My first design job out of school, I started out making bar charts and graphs for overhead projection and ended up as a web designer by teaching myself HTML.

- Designed and produced Intranet sites, print materials and photography for internal IBM communications.
- Produced individual web sites and printed materials to conform to corporate design standards.

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A graduate of North Carolina State University - Bachelor of Graphic Design