



## Chanelle Henry

Seasoned UX & Product Practitioner & Consultant

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I'm passionate about creating meaningful, empathetic & inclusive experiences through strategy and innovation.

### Various Clients, Independent Seasoned UX & Product Consultant, Remote

∞ - Present

For over the past decade, I've collaborated with some amazing high-profile brands such as; United Nations WFP, ViacomCBS, and GSK, spanning agencies to startups and personal projects. I serve as Lead for UX projects, create and facilitate workshops, deliver keynotes, and manage projects from concept to execution to create great user experiences. **I create deliverables such as methodologies, design systems, service design, and audits.**

### Slalom, Seasoned XD (Experience Design) Consultant, Remote

Nov 2020 - Sep 2022

I was tasked to create a methodology for the Philadelphia XD team. **I conducted UX audits, user research documentation, service design, presentation design and animation.** I designed marketing collateral and service capability decks to increase client acquisition. I directly managed and mentored junior XD Consultants. **I developed a Salesforce UX initiative** that aligned with our office's business goals to help create a new service offering in different areas across the company.

### Duke University, Researcher & Lead UX Consultant, Durham NC

Sept 2016 - Feb 2019

While pursuing my Masters in Divinity and Theological Studies, I focused on empathy in tech and media. As a consultant for Duke Chapel, **I improved student engagement** through new marketing initiatives and developed strategies to **increase tourist attraction** & interest through their tourist app.

*I also served as the **Artist in Residence at the Pratt School of Engineering** for my extracurricular interest and forward-thinking work.*

### Bluewolf, an IBM Company, Director of User Experience, Remote

Apr 2013 - Jul 2016

I was tasked to create an internal UX Practice from scratch with this global Titanium Salesforce Partner. **I directed, mentored and managed our global delivery teams.** My human-centered, data-driven methodology was a huge factor in increased UX work and revenue. In addition to leading **UX projects, I developed sales presentations, SOWs, created scripts for our Sales and Engagement Managers, collaborated with HR to create a UX pipeline, effectively streamlining project requests and resource management and serving as the go-to person for selling UX solutions.**

### CHD Collective, Founder & UX Manager, Remote

Jan 2009 - Dec 2013

I founded CHD Collective initially to challenge the traditional agency model. Leading and mentoring a remote team of over 10 hand picked designers worldwide, we focused on rapid prototyping and UI design collaborating with agencies. **I designed the internal branding and marketing collateral, while managing internal operations and conflict resolution.**

### I was educated at

**Duke University** for M.T.S. in Theological Studies w/concentration in Medicine & Culture (2019), **Community College of Philadelphia** for A.A. in Liberal Arts (2009), **Creative Circus for Art Direction & Design** (2007) and **Eastern University** for B.A. in Psychology (2004)

### My skills include

design research, design strategy, user interface design, service design, prototyping, user research, persona development, business strategy, storyboarding, storytelling, illustration, animation, 3D modeling, data analytics, copywriting and making beef & vegan jerky.

### I am proficient in

Figma, Adobe Creative Suite, Sketch, Keynote, Principle, HTML/CSS, Invision, Miro, Azure, SharePoint and currently learning Python, PyTorch, Tensorflow and Framer.

*(I have worked with many different tools and frameworks, but to avoid a laundry list, I've kept it to an abbreviated list. Let me know if you don't see a tool you use above.)*

### I delivered some pretty cool talks at

Kansas City Rails Conference 2016, Villanova Women in Tech 2016, CodeNewbie Podcast 2015, UPenn ElaConf 2015, Delaware Tech2Gether Tech Week 2015, Empathy Labs/EPAM Meetup, Philadelphia Women in Tech 2015, SXSW Edu 2014, SXSW Interactive 2014, Hanselminutes with Scott Hanselman 2014, and Howcast - How to be a Graphic Designer (*Expert Spotlight*).

### I am certified in

**Google's:** Crash Course in Python, Using Python to Interact with the Operating System, Introduction to Git and GitHub, and Troubleshooting and Debugging Techniques. **IBM's:** Machine Learning w/Python and Introduction to Deep Learning & Neural Networks with Keras. (*Salesforce UX & Azure AI Fundamentals - in progress*)

I worked or collaborated with: (not the full list)

