

Courtney Davis

courtneyux.com

linkedin.com/in/courtneydavis

EXPERIENCE

Qualtrics, Seattle – UX Manager

JUN 2019 – PRESENT

Manage design for EmployeeXM (EX), one of three product groups at Qualtrics.

- Responsible for oversight and professional growth of designers in Seattle and Krakow, Poland.
- Oversee the design and execution for product demos to display at the x4 Experience Management summit. [See case study](#)
- Partner cross-functionally to define and execute on UX vision; participate in quarterly and yearly planning and resourcing activities.
- Attract and hire top talent, e.g., refined recruiting processes, co-hosted a recruiting event, participated in 100's of interview loops.
- Served 4 cycles on the promotion committee for L3-L4 technical promotions, as well as the Working Mom's Committee.
- Developed processes to improve user experience outcomes and evangelize design thinking across the organization.

Qualtrics, Seattle – Senior Product Designer

MAY 2017 – OCT 2019

Evangelized healthy user experience practices and designed new products, feature improvements, and strategic vision concepts.

- Led efforts to improve navigation and platform extensibility; worked with senior leadership and managed an agency partner to codify the vision.
- Designed and supervised the user experience of 26+ reliability guardrails to reduce customer support volume and engineering load.
- Designed consumer quality, enterprise grade action planning experience to enable innovative collaboration features and extend platform use.
- Designed a guided experience for Conjoint Analysis, which enabled a new successful growth engine and paved the way for Qualtrics XM Solutions. [See case study](#)
- Initiated the XM mobile experience strategy and designed prototypes for internal and external validation, prioritization and funding.
- Co-led the User Experience team of designers and researchers through leadership changes from January – July 2018.

EDUCATION

Minneapolis College of Art & Design (MCAD)

Bachelor of Science: Visualization

AUG 2004 – MAY 2007

University of Minnesota Duluth

Pre-Art Education

AUG 2003 – MAY 2004

TEACHING

Bellevue College

Information Architecture

OCT 2016 – MAY 2018

UX Fundamentals

JUL 2016 – DEC 2017

General Assembly

UX Fundamentals & Trends

APR 2016

University of Washington

Lecture on UX basics

APR 2012, MAY 2014

MCAD

Client Project Coach & TA

MAR – APR 2011

SPEAKING

Hexagon UX

Navigating Your Career in User Experience

AUG 2018

Seattle UX/UI Meetup

UX/Dev collaboration

MAY 2016

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Moz, Seattle – UX Manager, moz.com

AUG 2016 – MAY 2017

Responsible for moz.com and global brand.

- Redesigned moz.com and refreshed the visual system to reflect the new product strategy and adhere to accessibility standards. [See case study](#)
- Led the re-architecting of moz.com educational content to drive leads.
- Designed and tested conversion rate optimization improvements.
- Managed the work and growth of one internal designer and hired 3rd party vendors to fill in as needed.

Moz, Seattle – UX Manager, Moz products

OCT 2014 – AUG 2016

Managed product design across Moz Content, Moz Local, and Moz Social.

- Responsible for professional growth and oversight of product designers.
- Worked with product managers to plan and resource UX improvements.
- Developed tools and processes for evaluating, planning and improving the user experience across Moz products.

Moz, Seattle – Senior Information Architect

JUL 2011 - OCT 2014

Established design and user experience frameworks for all Moz products.

- Simplified the user experience across 12+ tools with the launch of Moz Analytics, used by over 36,000 customers. [See case study](#)
- Led design to re-launch GetListed.org as Moz Local.
- Led an effort to connect 13+ web properties with a global navigation system. [See case study](#)
- Responsible for UX of subscription management scenarios.

Space150, Minneapolis – User Experience Designer

JUL 2010 – JUL 2011

Leveraged emerging mobile technologies to bring transparency and control to American Express cardholders, while catering to cultural nuances across international markets. Designed a product to enable business owners to accept payment anywhere, anytime. Managed junior designers and contributed to expand the agency's service offerings.

Eaton Golden, Minneapolis – User Experience Strategist

JAN 2007 – JUN 2010

Delivered impactful, research-backed UX solutions for Fortune 500+ companies to increase conversions, deepen engagement, and build community. Favorites include tablespoon.com, Lifetouch.com, and dozens of large-scale projects across financial, healthcare, and education.

CORE SKILLS

ux management :: information architecture :: product design vision planning :: prototyping design leadership :: usability

FAVORITE APPS

figma :: sketch :: omnigraffle adobe suite :: google :: keynote invasion :: optimal workshop