

## Coworker Feedback

“Nicole has been instrumental in the success of the biggest project Stroom has undertaken, to fully rebuild and redesign our core product. She started on her very first day and has lead the UX effort ever since. She inherited half finished designs and dug in, asking tons of questions, pushing back on assumptions and evaluating decisions. Nicole worked with the largest engineering team at Stroom and kept the designs on track, fielding questions from and giving feedback to eight developers. This project took over a year from start to finish and is filled with complication, all of which Nicole handled with clarity, strong guidance and integrity.

Building the product is not where Nicole stopped, however. She also created our first UX release strategy that she brought to the team and to Stroom's leadership. Because of Nicole's leadership and commitment to UX practice, EV2 has had a hugely successful release, that both helped our customers transition and also provided a wealth of feedback to the team. This best practice Nicole developed will be a guide to all future product releases at Stroom.

Nicole always goes above and beyond, both in her role as UX lead and as a teammate. She is a leader who is thoughtful, kind and driven. She demonstrates all of our house rules. She obsesses over customer problems, making their needs center to her decision making as a designer. She is an owner, always striving to a higher standard and taking the initiative. Nicole is a trusted colleague, acting with integrity and honesty. Finally, she does good every day, bringing joy, humor, respect and empathy to our UX team and Stroom as a whole.”

- Direct Manager & Head of UX

“All I can say is WOW... They [UX+Marketing] quickly came together to create a [visiontype] video and I'm floored with how quickly they pulled it together and how damn good it is! I'm extremely impressed with the initiative and work on it. It's going to go a long way with [large client] to help unlock the engagement in many ways. Thank you for coming together and exuding our culture in all the best ways.

This amazing team pulled together a hugely impressive video for [client] in just days... Nicole lead the charge to update all the flows and UI over the weekend and created the end-to-end screens. Great work on an all hands on deck deliverable for a huge customer!

This team is so inspiring and pulled through in huge ways to deliver what felt impossible for the [client need]. Nicole keeps her cool and is an amazingly supportive manager. Breakfast burritos and mac n' cheese for all....plus sleep.”

- Anonymous feedback submitted by coworkers

“Applause for [UX+PM] awesome work pulling the [large client] engagement together. They've handled the client very well, keeping them engaged and listening to their feedback, while not letting them go totally off the rails.

Plus one to their ability to navigate such a large organization, raise concerns when needed, be leaders in conversations and convey we are experts in the space. Their process has allowed them to deliver a great working environment with that partnership. They just had a big win sharing our UX research. They are handling the [client] engagement gracefully and their attention to detail is incredible. They're amazing!”

- Anonymous feedback submitted by coworkers

“Working with Nicole and watching her advocate for our consumers has been a wonderful experience. Previously, I had worked on [a different prduct] and did not have much interaction with user experience. After working with Nicole, I learned more about the importance of customers and the motivations behind decisions in our project, which helped the project click more for me. Nicole is always willing to sit down and whiteboard and discuss any ideas, which I have found invaluable throughout the project. She is a champion for user experience, and she makes sure everyone else cares about our users as much as she does!”

- Sr. Engineer

“Nicole is a strong UX practitioner, collaborator and mentor. She's an effective design lead in her triads and is an advocate for discovery and user centered design. Her presentations to the UXSLT during monthly design reviews continue to be of high caliber. She provides one-on-one mentoring and enables other designers to rapidly get ideas and feedback through co-leading a design accelerator group. Nicole did an excellent job collaborating with a team of UX designers to create a design prompt for IU master's degree students, evaluated their submissions and provided meaningful feedback on their projects. I look forward to continuing to work with her to achieve her goals, to grow and advance her UX career.”

- Direct UX Manager

More Feedback & Reference Contact Info Available Upon Request

# Nicole Guernsey

Product designer with 9+ years of experience leading end-to-end projects, aligning stakeholders to bring visions to life, breaking down cross-functional silos, and championing best practices to make delightful experiences for people.

## Contact

219.916.0678  
nguernsey.ux@gmail.com

## Portfolio

nguernsey.com  
password: alohomora