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# OLIVIA PIAZZA

PRODUCT DESIGNER

## EXPERTISE

Project Management  
Wireframing & Prototyping  
Content Strategy  
UX Research  
Interaction Design  
Usability Testing  
Client Relations

## TOOLS

Figma  
Sketch  
InVision  
Adobe CC  
Analytics Tools  
HTML/CSS  
Keynote  
GitLab  
Intercom  
ClickUp

## STRENGTHS

Self-Leadership  
Interpersonal Relations  
Strategic Problem Solving  
Emotional Intelligence  
Professionalism  
Empathy

## PROJECTS

**W-8BEN Form Generator** | RemoteTeam.com | Oct 2020-Present  
Product Designer for new lead magnet feature to attract international companies and contractors to our platform. Delivered 65 high-fidelity wireframes, interactive prototype, content and implementation documentation and videos to the team. Conducted and analyzed market research, user and expert interviews, multiple rounds of designs, SEO optimization, and customer funnels. Currently in the process of launching on platform and Product Hunt.

**Diversity & Inclusion Metrics Platform** | RemoteTeam.com | Aug 2020  
PM/UX Writer/Interaction Designer in a pro-bono team project for an employee DEI metrics platform. Delivered testing insights, content strategy, data visualization solutions, and 29 high-fidelity wireframes and interactive prototype in Figma. As PM, I led daily stand-ups with CEO, CTO, and front-end developers.

**Public Transit Card Management** | ORCA Card | July 2020  
UX/Visual/Interaction Designer in team project to improve transit card website. Used research from user interviews and competitive analysis to design 33 high-fidelity wireframes and interactive prototypes for desktop/mobile with Figma. Improved SUS score by 38 points.

## EXPERIENCE

**Head of Product** | RemoteTeam.com | Sept 2020-Present  
Team-of-one in charge of spearheading new and existing projects and leading both the web and dashboard team of developers and UI designers.

**Event Production Coordinator** | INVNT | NYC | June 2018-March 2020  
Collaborated with cross-functional teams to plan and execute large-scale events (\$200k-\$9M revenue) from start to finish. Clients included Facebook, Samsung, Xero, McDonald's, Grant Thornton, Pivotal, NBC, Teva, Merck, Pfizer.

## EDUCATION

**UX Design Intensive** | General Assembly | May-Aug 2020  
Full-time immersive program that included 450+ hours of professional training over 12 weeks.

**BA in International Relations** | McGill University | Aug 2014-June 2018  
Varsity member of McGill University Rowing Club and Campus Tour Guide for prospective students.