

NAN DOUD

609.933.0710 | nanedoud@gmail.com | [linkedin.com/in/nan-doud/](https://www.linkedin.com/in/nan-doud/) | nan-doud.com

SKILLS

Soft skills:

customer-obsessed, empathy, communication, interpersonal skills, self-awareness, collaboration, coaching, critical thinking, leadership, agility, flexibility, trustworthiness, quick-thinking, kindness, aesthetically oriented, a sense of humor, learning and sharing knowledge

Hard skills:

Work - Effectively used Microsoft Teams, Slack, basic HTML and CSS, Adobe CS (DC, Lightroom, Photoshop), Craft CMS, Qualtrics, Trello, Mailchimp, Google Suite, use of white space, writing, editing, proofreading, sketching, CRM, and new technology to accomplish tasks
UX Bootcamp - Quickly learned design tools, research methods such as creating user personas, heuristics, VIMM model, moderation/observation of usability tests, prototyping using XD, design-thinking, journey mapping, empathy mapping, Miro and MURAL

EXPERIENCE

Samaritan Ministries International

Mass Communications Specialist - (Promoted) January 2020-present

- Effectively used time management to balance multiple projects on tight deadlines
- Designed information hierarchy and wrote all content for the launch phase of a user Help Center
- Evangelized and guided team adherence to accessibility best practices
- Worked with program leader to gather requirements and plan a critical project timeline
- Created microcopy and technical writing, creating actionable and thoughtful short- and long-form copy across channel experiences (website, email, user Dashboard)
- Received recognition from executives and program leaders for significant leadership, initiative, and contributions to a software development project, reducing redundant, confusing, and conflicting automated and manual communications by tens of thousands of touchpoints per month, reducing call center activity, and saving the organization valuable human and financial capital
- Selected as a member of an organizational communications style guide committee
- Collaborated with executives and other stakeholders to write mission-critical communications that served as templates for other communication artifacts
- Collaborated with teams of 4-5 to QA test software upgrades in development environments, resulting in accurate communications in reports, API and report generated emails, letters, public website, and member portal
- Developed proposals for process improvement, creating current-state process maps, unique value propositions, and business cases resulting in project prioritization
- Monitored user feedback on mass email communications, and collaborated swiftly with call center and program leaders to address any user confusion regarding content
- Communicated with stakeholders across the organization to manage expectations and create deliverables, often ahead of schedule
- Proofed and provided feedback for user research emails and survey content in Qualtrics
- Proofread, copy edit, substantive edit company newsletter with 80,000+ subscribers (AP style)

Customer Service Representative (Advocate) - Started: June 2018

- Communicated with customers by phone, email, and chat, consistently receiving high reviews from supervisors regarding people skills, efficiency, and process improvement suggestions
- Improved customer experience through clear, concise explanations and processes, allowing me to serve up to 100+ customers a day
- Suggested and later designed a simplified, user-friendly way for customers to submit required information that became the new standard
- Solved complex and urgent issues for customers through dedicated support and creative problem-solving, increasing customer satisfaction scores and improving contact center metrics

About me

Curious, empathetic, and collaborative, I am a natural leader. I see challenges as opportunities to iterate, innovate, and improve. I am eager to contribute to and learn from an experienced team of UX experts, capitalizing on my skills and experience in communications, customer service, and experience design. Eventually, I see myself in DesignOps or UX Research.

Throughout my career trajectory, I have proven myself in product sales, customer experience, design, photography, editing, brand marketing, content creation, copywriting, proofreading, various aspects of software testing, and applying user experience design principles.



Sidekicks Support Services

Office Manager/HR Administrator - June 2017-March 2018

- Collaborated with senior leaders in the recruiting, hiring, and onboarding process
- Conducted pre-interview screenings and scheduled interviews
- Contributed content for policies and procedures and communicated the changes to staff
- Created employee training materials, including presentations and tests, resulting in a remote vs. in-person training path for recruits while maintaining state training mandates
- Co-project managed the transition from a manual/paper-based HR process to an integrated HRIS that digitized the onboarding process
- Setup and represented the company for recruiting at a community college job fair
- Administered bi-weekly payroll for a staff of 75-80 people
- Organized and maintained databases and personnel records for a staff of between 75-80 people

Nan Doud Photography LLC

Owner – February 2012-December 2017

- Created an end-to-end customized client-centered brand experience for wedding and portrait photography clients, setting expectations, and providing in-home experience and product presentations before and after sessions and events, resulting in positive client reviews, increased referral rates, and increased revenue.
- Researched demographics, analyzed competitor websites
- Created customer personas, envisioned and planned a customer journey
- Organized events and planned timelines for weddings with 400+ guests
- Easily and comfortably directed, commanded the attention of, and put at ease large and small groups of photographic subjects, while creating technically strong and artistically inspired images
- Performed transactions, accounting, record-keeping, and invoicing using QuickBooks
- Tracked and enhanced marketing value of the website and relevant social media channels using SEO, demonstrably increasing clicks, conversions, and contracts
- Expertly editing and retouching photos using Photoshop and Lightroom
- Created deliverables including logo, website, physical signage, product packaging, and print products
- Networked and collaborated with other local professional photographers and wedding vendors
- Designed and attended a booth at a prominent Princeton, New Jersey wedding venue

EDUCATION

Professional Development

PMI – Completed Project Management Basics course - 23 PDUs required to take the Certified Associate Project Manager exam (July - September 2021)

Southern Methodist University - User Experience Design Certificate (March 2022)

College

Capella University - BS Business, Project Management specialization (Currently enrolled - projected graduation Summer 2022)

Mercer County Community College, West Windsor, NJ - General studies (sciences)

Trinity Western University, Langley, BC - General studies (English/humanities)

Reference excerpts

“I know I can always come back to Nan for help or guidance. She’s tough and passionate. She always has other people in mind when trying to solve a problem or make a decision. She is the kind of worker who makes any place she has been better than how it was when she arrived.”

- Ashley G.
Software Testing Lead

“She has excellent writing, editing, and research skills, and is sought out for her attention to detail as she edits the newsletter, her critical thinking as she collaborates with Devs on complex communication testing scenarios, and her care especially in difficult communications as she edits letters from the Board and top-level leadership in the organization. Nan has experience juggling multiple projects, shifting priorities, and time-sensitive requests; she thrives in those settings and can be trusted with a high level of responsibility. She has initiative, exceeds expectations in every area of her work, and is always looking for ways to learn and grow in her role.”

- Amy L.
Team Lead