Mae Berglas | Service Designer

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Skills

- Adobe Creative Suite
- Articulate 360
- Business Architecture
- Change Management
- Cloud Services
- Human Centered Design
- Information Architecture
- Instructional Design
- Learning Delivery Methods
- Learning Management Systems
- Microsoft Office
- Figma, Lucid, Mural, Miro
- Hot Jar, Google Analytics
- Needs Analysis
- Process Mapping
- Research Synthesis
- Salesforce Design
- User Research

Certifications & Clearances

- ACS-CF Agile Facilitator Certificate
- AWS Cloud Practitioner Certificate
- Art and Design Education Certification, Virginia Department of Education

Experience

Steampunk Inc. | Service Designer   June 2022- Present

- Iteratively collaborate with a multidisciplinary team to identify opportunities for new tools and automation, prototype and implement deliverables
- Conduct user research, interviews, and workshops, to frame pain points and opportunities, define problem statements and ensure designs are feasible and effectively implemented.
- Facilitate discussions and co-creation workshops with stakeholders of varying seniority to identify and implement areas for collaboration, efficiency, and transparency for Cloud adoption, best practices, and maturity across a federal agency.
- Map strategic business processes to design an operation model for improved uniformity and efficient workflow across organization branches, and allow the client to provide an improved, enterprise-style customer experience.
- Develop a governance and change management plan to guide a federal client with long-term ownership, leadership and maintenance of a newly adapted operational model.
- Propose new deliverables and research to maintain project momentum

Henrico County Public Schools | Product Designer   January-May 2021

- Led a team of 110 art teachers to spearhead the school district's first virtual student art show (VAS).
- Designed, prototyped, and delivered an accessible web and mobile interface to be shared with 50,000+ community members.
- Interviewed stakeholders, users, and subject experts to curate a meaningful art experience with relevant content.
- Analyzed site user behavior and product performance data.
- 93% of teachers found the instructions clear and the contribution process organized
- 80% were interested in continuing virtual art shows, compared to in-person shows, in upcoming years.

Henrico County Public Schools | Instructional Designer/ Art Educator   September 2016-June 2022

- Researched, designed, prototyped and delivered achievable, project-based learning experiences for approx. 275 students per year
- Design engaging curriculum to accommodate diverse learning needs and state requirements
- Translated complex ideas into understandable concepts and engaging experiences
- Analyzed feedback, performance data, and existing teaching methods to identify pain points and performance gaps, and optimize the learning experience.

Education

Master of Education (M. Ed), Educational Innovation and Human Centered Design | University of Virginia
Bachelor of Fine Arts (B.F.A.), Art Education | Virginia Commonwealth University