



Emily K. Pfeifer

Highlights

- Visual designer on user experience design team for T-Mobile Digits, a cross-platform multifunctional communication app
- Effective communicator skilled at managing relationships between clients and outsource vendors for clients including Amazon, Microsoft, T-Mobile, AT&T, HTC, and National Geographic
- Team leader operating at low or high levels, between junior management and production team
- Detail-oriented designer passionate about consistency and quality through well-honed process development and efficient workflows

Relevant Work Experience

Sept. 2015 to Aug. 2016

Visual designer for T-Mobile | [Filter](#)

Member of a UX design team tasked with product development and design of a cross-platform app that incorporates voice and video calling, text messaging, voicemail, and stored contacts.

- Held regular critique sessions with the client
- Utilized agile methodology for internal project organization
- Developed internal tools for automated, large-scale asset production for development
- Produced documentation for design decisions based on FTC and ADA accessibility compliance and project requirements
- Beta tested and bashed bugs on early product versions for FTC and ADA compliance

Feb. 2015 to Sept. 2015

Visual designer | [Filter](#)

In-house designer for Filter's Managed Teams creative services division. Clients include AT&T, HTC, and Microsoft.

- Localization
- Graphics that adhere to client's brand guidelines
- JIRA for tracking deliverables
- Internally maintained DAM

Information

Phone

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Email

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Address

20716 78th PI W
Edmonds, WA 98026

Education

Western Washington Univ.
Bachelor of Arts, Design
2006

School of Visual Concepts
User Experience Level 1
2012

Skills

Visual Design
Asset Production & Management
Team Leadership
Program Management
Effective Communicator
Content Licensing

Adobe Creative Cloud
Mac OS X and Windows 10
Microsoft Office Suite
Sharepoint
JIRA
Enterprise Content Management
Systems



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Jan. 2007 to Nov. 2014

Photo editor for MSN.com and MSN channels | [Filter](#)

Managed a team of six peers engaged in 14-hour-a-day coverage of a news portal with a focus on social media trends, consistently delivering breaking news before industry competitors.

- Organized scheduling, training, mentoring, oversight of team individuals to cover all roles
- Oversaw assignments on a minute-by-minute basis
- Coordinated deliverables and tracked KPI data for client reporting, making work adjustments at clients' request based on review
- Developed and maintained a knowledgebase, internal and client process documentation, and bug-reporting on client processes and tools

Other Work Experience

Aug. 2017 to Oct. 2017

Content ingestion specialist for Amazon Rapids | [Aquent](#)

Content editor ensuring accurate implementation of recorded audio synced with text highlighting in a reading app for children.

- Prepare documents for studio recording
- Assist in tracking stories as they move through production
- Adjust ingested audio files using custom admin tool for accuracy with text highlighting

Nov. 2014 to Feb. 2015

Content editor for National Geographic Channels | [Filter](#)

Part of two-person team tasked with porting over or creating new micro-sites as part of a CMS transition, handling the image, text, and video content for over 50 television shows.

- Tracked project deliverables and reported KPI to the client on a weekly basis
- Reported and bashed bugs
- Held weekly client reviews for critique and workload balancing to meet deadlines and deliverables
- Used JIRA and Confluence for documentation and project deliverable tracking

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Personal

My hobbies include fine woodcarving, photography, watching hockey and baseball, and enjoying the outdoors.

I have just returned to the US after studying woodcarving for ten months in Norway.