

# Mark Elrod

## UX Designer

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### Technical Skills

Figma • Adobe Creative Suite • Adobe Framemaker • Microsoft Office • HTML • CSS • Markdown • Git/Github

### Project Work

#### Subscription Tracker

A data-secure app to help users manage and track their subscription services.

- Researched, prototyped, tested, and designed a subscription-tracking app.
- Created wireframes, user flows, and process flows to guide design decisions.
- Tested designs using low, medium, and high fidelity prototypes to ensure the app's design was solving users' problems as outlined from the initial research.

#### Knights of the Cupboard

A 1v1 card game.

- Coordinated with an artist to create a 1v1 card game, communicating design goals to ensure the game's artwork was consistent with the overall tone.
- Used data collected from playtests to inform changes necessary to improve the next iteration.
- Outsold 98% of the other games on the retailer's platform.

### Professional Experience

#### Amazing Escape Room

Shift Manager

Jan 2023 – Present

Game Master

Dec 2022 – Jan 2023

- Championed customers' experiences by advocating for accessibility improvements, performing safety audits, and defining room KPIs.
- Led company in customer satisfaction, being mentioned by name in 400+ 5-star reviews over a 6-month period.
- Collaborated with cross-functional teams to brainstorm, implement, and refine upgrades to rooms, bringing rooms' escape rates up to a 40% success rate.

#### Bloc/Thinkful

UX Design Apprentice

Jun 2019 – Apr 2020

- Learned industry best practices and design process standards with a focus on UX research, visual design, and front-end development.
- Designed a responsive website for the Iron, Silver, and Salt podcast to increase visibility and listener interaction.
- Sketched and generated big-picture ideas for early-stage product design work.

#### Technical Writers Inc.

Technical Writer

Jan 2015 – May 2019

- Communicated with Agilent R&D, marketing, and post-launch support teams, ensuring manuals provided accurate and accessible information that reduced customers' reliance on Agilent staff.
- Documented and edited 100+ procedures detailing the operation, maintenance, and installation of Agilent's mass spectrometers, minimizing the number of revisions necessary by Agilent staff.
- Improved accessibility of written instructions by editing 50+ hours of supporting media.

### Education

University of Delaware — BS: Mechanical Engineering

May 2014

Minors: Mathematics, Biomechanical Engineering