

# Patrick “Schu” Schumacher

User Experience Designer

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## Tools, Techniques & Training (Top 5)

### Transferrable (Soft Skills)

- Action-Oriented
- Communicative
- Strategic
- Critical Thinker
- Curious

### Experience Creation

- Adobe Creative Suite
- Figma
- Sketch
- Axure RP
- InVision Studio

### Design Methodologies

- Lean UX
- Agile Development
- User Interviews
- Contextual Inquiry
- Data Analysis

### Hobbies

- Movies
- Music
- Illustration
- Photography
- Drone Videography

## Introduction

I strive to create valuable, innovative, and provable product experiences for customers. I believe that no recommendation is better than having an extraordinary experience with a product. I want to understand and empower customers to invest in brands that they believe in and instill trust in the companies that make the products that they enjoy. I believe that the best way to accomplish this is to engage with users regularly and aligning their needs with the company’s needs, to create the best available solution.

## Sr. User Experience Designer, The Home Depot

2016 - Current

Full-time, matrixed team member with ~1 year rotations to different areas of the business.

**Event Facilitation and Planning** - Product kick-off; Research, synthesis, & ideation; Usability and interface creation and demonstration, Product team alignment

**Received 39 Personal Achievement Awards** (Homer Awards) for business-wide efforts & **BiT (Best in Technology) Award in July 2021**

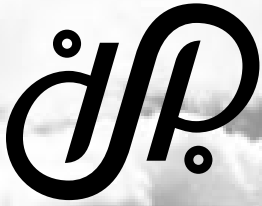
**Payments** - Launched tokenized, secure solution for customer payments; Reduced Pro desk wait times, rapidly prototyped within one week; Designed remote associate PIN pad workflow

**Human Resources** - Created travel plan for 14 partners to 20 sites within a week of news of an impending Covid-19 shutdown that supported product development throughout 2020; Released Emergency Sick Leave Hours. Reduced call-center volume and duration by 40% of call center traffic in the first month of release with single form solution

**Supply Chain** - Reduced order complexity of cross-transfers and increased the throughput of flatbed transfers to our Flatbed Distribution Centers

**Finance** - Updated 13-year-old “green-screen” tool to a modern UI, reduced onboarding and time-on-task; Creation of EUX (Enterprise User Experience) design standard templates and libraries

**Password Project Team** - Removed 85,000, 30-minute calls annually to remote password assistance with one month of design & development



## **IT Graphics Coordinator, The Home Depot**

2009-2016

**Graphic design and planning responsibilities** covering the communications needs of the entire Technology organization (approx. 5,000 associates).

**Created and facilitated C-suite-level corporate presentations** with branding and collateral efforts

**Development of the Technology Digital Asset Library**, consisting of ~23,000 communication assets including reusable logos, photos & illustrations

**Layout and Design of the 80+ icons for the Store PC Menu** (associate-facing) to simplify the identification of associate tools

**Produced and distributed the “IT Update” newsletter**, reaching over 1,000 Technology associates monthly

**Provided layout and conceptual graphics** for each article.

**Planned multiple photoshoots and event photos**

### **Previous Relevant Roles**

2006-2009 – **Art Director** – The Titan Agency – Atlanta, GA

2005-2006 – **Production Supervisor** – Sign-a-Rama – Sandy Springs, GA

2003-2005 – **Publications Specialist, University Housing Dept.** - The University of South Carolina – Columbia, SC

### **Education**

2016 – **General Assembly**, User Experience Design Immersive Course – Atlanta, GA

**“Service Bar” concept** – Presented to Home Depot business stakeholders

**Conducted interviews/usability testing sessions** to enhance product direction

2000-2005 – **University of South Carolina** – Columbia, SC

**B.A. Liberal Arts** [Focus: Graphic Design], Art Studio

**Activities:** AIGA-USC Founding Student Member; Sigma Phi Epsilon, Chaplain; Men’s Rugby Team; Resident Advisor