

Lizz Horvath

USER EXPERIENCE DESIGN

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EDUCATION

MBA Project Management
New England College

BFA Scenic Design
Millikin University

CERTIFIED

User Experience Design
Treehouse

Professional Scrum Master
Scrum.org

Lean Six Sigma Yellow Belt
New England College

PROFILE

I'm a UX Designer in Atlanta, helping companies design intuitive omnichannel experiences with lean workflows that benefit customers and employees.

A unique path led me to UX. I worked with fast-paced, highly collaborative design teams as a Scenic Designer or Project Manager. Now, I have an ever-expanding HTML & CSS skillset, MBA, and I'm a certified Scrum Master.

I utilize my unique experience to solve complex problems while collaborating with people to design the user-centered solutions that drive business results.

EXPERIENCE

User Experience & Service Design

May 2018 – Present

University of Georgia | Athens, GA

\$1.63B university; 10,000+ employees.

Improving customer experience and supporting processes that initiate facility maintenance or construction projects. Responsible for user research, experience mapping, service blueprints, process improvement, agile leadership, prototyping, digital development, and support.

- UX Designer and Agile Leader during the update of Facilities Integrated Work Management System; user-centric design **aligns with the University mission, brings empathy** between collaborating departments, and **enhances employee engagement**.
- Designed a browser-based meeting process that standardized information capture, and **decreased meeting times by 65%, avoiding \$19K in annual labor costs**.
- Developed an employee-facing website with a simple user interface, that improved **information transparency, and accuracy by 90%**.
- Streamlined the online project initiation process, **improved process transparency, cross-departmental communication, and customer satisfaction**.

Project Management

Georgia State University Perimeter College | Clarkston, GA

January 2006 – May 2018

\$770M university; 5000+ employees.

Oversaw \$3M fine arts technical operations. Responsible for strategic planning, project management, process improvement, technology implementation, talent development, production design, and event management. Managed 19 employees.

SKILLS

User Research

Process Strategy

Experience Mapping

Synthesizing Research

User Flows

Wireframing

Prototypes

Usability Testing

Agile Scrum

TOOLS

Adobe XD

Adobe Photoshop

Adobe Illustrator

Balsamiq

InVision

Trello

Qualtrics

Project Management (cont.)

Georgia State University Perimeter College

January 2006 – May 2018

\$770M university; 5000+ employees.

- Revamped creative development and testing process; Instituted pull system technology, **expedited on-time delivery from 50% to 95%, saved \$8.3k annually.**
- Discovered cost overruns, benchmarked internal labor capacity, scoped technology solutions, spearheaded design solutions, facilitated staff training, and optimized application compatibility. **Cut delivery time by 30 days; \$200K savings over 3 years.**
- Streamlined operations; received 2017 GSU PC Continuous Improvement Award.
- Undergraduate lecturing: theatrical design and development.

Project Management

Theatrical Outfit, Atlanta, GA

June 2012 – June 2015

\$1.9M non-profit professional live theatre company; 10 FTE.

Oversaw a \$400K budget and production process. Responsible for tactical planning, contract management, quality assurance, process improvement, procurement, budgeting, and vendor management. Managed 25 employees.

- Modernized production process and communication; improved delivery by one week, **saved \$5.5K annually.**
- Revamped onsite equipment and material storage; **reduced production labor costs by \$1K per year.**
- Championed LED lighting technologies; reduced energy consumption; **saved \$15K annually.**
- Elevated team leadership and redefined project management role, achieved **\$8.7K annual cost savings.**

Scenic Design & Technical Direction

Lizz Dorsey Designs, Atlanta, GA

Aug 1996 – February 2019

Freelance entertainment consulting and design.

Collaborative design and management for live performance and corporate events. Scenic Design, responsible for visual concepts and design package. Technical Direction included scenic construction management, location logistics, sound engineering, video installation, quality assurance, budgeting, and vendor relations.

- Scenic Design; some favorite designs have included *Lark Eden* at Aurora Theatre and *The Pitmen Painters* at Theatrical Outfit.
- Scenic Art has been seen on TNT, TBS, Cartoon Network, CNN, Turner Classic Movies, and the WB.