

# Tait Chamberlain

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## EXPERIENCE

### UX Design Public Service Intern

2018 *City of Chicago* CHICAGO, IL

- Secured Chicago.gov domain exception after a decade of failed attempts
- Designed initial elements/direction of the Chicago Design System
- Produced Figma wireframes, design elements, and research to support user interface decisions for the 311 relaunch/redesign in 2019

### Open Data Fellow

2017 *City of Ferndale* FERNDALE, MI

- Developed the Police Data Initiative in Ferndale, MI, led successful participation in the White House Police Data Initiative
- Successfully defended master's thesis on police citation bias in Ferndale, MI, from 2011-2017 using Veil of Darkness and adjusted/weighted census benchmarking. Worked in cooperation with Ferndale Police Department and City Managers

### Content Strategist

2014-16 *Iris Worldwide* CHICAGO, IL

- Led writing and content strategy for HP Inc. global channel sales
- Developed content and strategy for HP TECH@WORK content marketing program, regularly reaching +6 million readers worldwide
- Led development of writing and content strategy for HP Inc. Partner First program messaging, key value proposition, and onboarding process

### Thru-Hiker

2013 *Appalachian Trail* 2,186 MILES

### Sr. Interactive Copywriter

2009-13 *ARS Advertising* ST. JOSEPH, MI

- Led development of Factory Certified Care Training Program, including training and testing apps, for Whirlpool Corporation in both the U.S. and Canada
- Coordinated and developed interactive applications for Whirlpool, including interactive catalogs, online content audits for Sears and Home Depot, and iPad applications for Whirlpool sales teams

## EDUCATION

### MSI, Human Computer Interaction

2018 *University of Michigan* ANN ARBOR, MI

### BA with Distinction, English Language & Literature

2004 *University of Michigan* ANN ARBOR, MI

## SKILLS

- Agile / Scrum
- Branding / Voice & Tone
- Content Strategy
- Contextual Inquiry
- Info. Architecture
- UX / UI Design
- User Research
- Copywriting / Editing

## TOOLS

- Git / JIRA / Slack
- HTML / SASS
- InDesign / Creative Cloud
- JavaScript
- Jekyll
- Python
- Sketch / Figma

## VALUE OF NEW BUSINESS ACQUIRED

IRIS 2014-16

\$430,000

ARS 2010-13

\$306,875

## DISTINCTIONS

2018 Presidential Management Fellows Finalist

2017 CID Open Data Fellow

2016-18 UMSI Achievement Fellow

2016-18 MTOP Thesis Option

2004 New England Literature Program

2003 James B. Angell Scholar