

## EDUCATION

**University of Washington**  
Seattle, WA (2014 - 2018)

**Bachelor of Science in Informatics** with a concentration in Human Computer Interaction

**Cum Laude** with a 3.76 Overall GPA & a 3.97 Informatics GPA

### Coursework

- Design Thinking
- Visual Information Design
- Rapid Prototyping
- Mobile Application Design
- Cooperative Software Design
- Interactive Info Visualization
- Client-Side Web Development
- Software Architecture

## ACHIEVEMENTS

### Starbucks Stories, WSJ

**Starbucks** • *Siren System Demonstrated the new Siren System cold beverage station and cold pressed cold brew + nitro.*

### Capstone Service Award

**iSchool, Informatics** • *NextBite "Focusing on the common good and engaging students in active interaction with a user community in need."*

### Annual Dean's List

**University of Washington** '15 - '18

### Grow With Google

**Scholarship** • *Udacity One of the top 1,000 students from 25,000 to receive a scholarship for the Mobile Web Specialist Nanodegree program.*

## VOLUNTEER

### Wallingford Boys & Girls Club

**Volunteer** • *Jan '16 - Jun '18*  
Create engineering activities with other volunteers in my engineering sorority, Phi Sigma Rho, to help engage K-5 kids in fun science experiments while also teaching them about different types of engineering.

# Lisa Koss

retail partner // [lisakoss.com](http://lisakoss.com)

☎ (509)-347-6240

✉ [lisakoss@live.com](mailto:lisakoss@live.com)

in [linkedin.com/in/lisa-koss](https://www.linkedin.com/in/lisa-koss)

## Work Experience

### Starbucks • Shift Supervisor @ Seattle Children's Hospital • Dec '19 - Present

- Deploy partners and ensure they are following store procedures and standards.
- Work collaboratively with my team to achieve our goals and tasks while working in a fast paced environment.
- Strive to create a welcoming and uplifting third place for families, patients, and nurses who may have had an emotionally exhausting day.
- Completed the Coffee Academy program (levels 100 through 300) to become a certified coffee master to earn a black apron and further my coffee knowledge.

### Starbucks • Lab Ops, Tryer Center for Innovation • Aug '21 - Jan '23

- Worked cross-functionally with other teams to test and provide feedback on innovations for new products, store layouts, and in-store procedures during full/partial store simulations.
- Worked side by side as a store partner with corporate partners using a model of co-creation and collaboration to help bring idea to action in 100 days.
- Tasked with demonstrating the new Siren System cold beverage station to investors, media outlets, and other partners (including senior leaders).

## Projects

### NextBite (Capstone, Android App) • UX Designer & Developer • Jan '18 - Jun '18

- **Informatics 2018 Service Award Winner**
- Conducted user research to understand how to improve the food donation process between farmers markets and food banks.
- Designed, developed, and launched a prototype of a React Native app built for Android phones to streamline this donation process and help in food redistribution.

### Chapter (Mobile App) • UX Designer • Mar '18 - Jun '18

- Executed bi-weekly sprints to discover why it's difficult for both new and experienced travelers to find all their travel information during a trip.
- Designed a prototype of an app that gave travelers the confidence that all of their travel details were accurately stored.

### ShiftOS (Mobile OS Design) • UX Designer • Sept '17 - Dec '17

- Designed a mobile operating system built with a color scheme that shifts based on the time of day (morning, afternoon, evening, & night).
- Conducted bi-weekly sprints to sketch, wireframe, and prototype 3 of the 15 core mobile applications.
- Created style guidelines which served as the guide during iteration on all the applications to ensure a consistent user experience.

## Skills

### Tools

Microsoft Office Suite, Figma, Adobe XD, Adobe Illustrator, Adobe Photoshop, InVision, Tableau

### User Experience

Sketching, Wireframing, Rapid Prototyping, Usability Testing, User Research, Visual Design, Agile

### Development

HTML, CSS, JavaScript, React, React Native, jQuery, TypeScript, Python, GitHub, SQL