

Mae Berglas | Design Strategist

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Skills

- Adobe Creative Suite
- Articulate 360
- Business Architecture
- Change Management
- Cloud Services
- Experience Design
- Human Centered Design
- Information Architecture
- Instructional Design
- Learning Delivery Methods
- Learning Management Systems
- Lucid/ Mural
- Needs Analysis
- Process Mapping
- Research Synthesis
- Salesforce Design
- User Research

Certifications

- ACS-CF Agile Facilitator Certification
- AWS Cloud Practitioner Certification
- MYP Design Education Certification, International Baccalaureate Program
- Pre-K- 12 Art Education Certification, Virginia Department of Education

Experience

Steampunk Inc. | Service Designer

August 2022- Present

- Facilitate discussions and co-creation workshops between stakeholders of varying seniority to identify and implement areas for collaboration, efficiency, and transparency for cloud adoption, best practices, and maturity across a federal agency
- Conduct primary and secondary research, particularly one-on-one discovery interviews, to frame pain points and opportunities, define problem statements and validate hypothesis
- Map strategic business processes to design an operation model for improved uniformity and efficient workflow across organization branches, and allow the client to provide an improved, enterprise-style customer experience
- Develop a governance and change management plan to guide a federal client with long-term ownership, leadership and maintenance of a newly adapted operational model
- Iteratively collaborate with a multidisciplinary team to identify opportunities for new tools and automation in a salesforce application; prototype and implement deliverables
- Propose new deliverables and research to maintain project momentum
- Develop educational resources for stakeholders to help with implementation and adoption of process changes

Steampunk Inc. | Design and Strategy Intern

June 2022- August 2022

- Assist with research synthesis and process mapping to develop recommendations of improvement to a federal government agency aiming to expand and strengthen their cloud service offerings for customers.

Henrico County Public Schools | Design and Art Teacher

September 2016-June 2022

- Led a team of 110 art teachers to spearhead the district's first virtual student art show.
- Designed, prototyped, and delivered an accessible web and mobile interface to be shared with 50,000+ community members
- Researched, designed, prototyped and delivered achievable, project-based learning experiences for approx. 275 students per year

- Translated complex ideas into understandable concepts and engaging experiences
- Analyzed feedback, performance data, and existing teaching methods to identify pain points and performance gaps, and optimize the learning experience

Education

University of Virginia, Master of Education (M. Ed) | Curriculum & Instruction: Educational Innovation

Virginia Commonwealth University, Bachelor of Fine Arts (B.F.A.) | Art Education