

# Lauren Niewold

## PROFESSIONAL SUMMARY

Enthusiastic, creative, and detail-oriented Information Technology graduate with over 15 years of person-centered experience. Seeking to combine Psychology with design for a seamless holistic user experience. I have additional special interests in interaction design and user research.

## TECHNICAL EXPERIENCE

**Circulation Associate** | Clarendon Hills Public Library  
02/2023-present

- Managed circulation desk procedures utilizing SWAN WorkFlows for patron account management, material check-in/out, and technical assistance with third-party app usage
- Enhanced patron interaction through creative visual displays using Canva and monthly questionnaires developed in collaboration with the Head of Circulation

**Prior Learning Assessment Evaluator** | Perdoceo Education Corporation  
08/2020-01/2023

- Conducted in-depth evaluations of prior education records and transcripts for re-enrolling students to formulate precise degree plans
- Devised and introduced effective communication strategies for students, leading to a 70% reduction in interdepartmental reporting errors and enhanced user satisfaction
- Offered guidance on education and website navigation to students seeking resources, proficiency exams (intellipath), and certifications
- Maintained detailed documentation of all communications through SRM, CampusVue, and Outlook systems

**Membership and Projects Coordinator, Administrative Assistant** | APPNA  
04/2018-07/2020

- Managed modifications and upkeep of essential company website components using HTML, CSS, JavaScript, with V4Ideas software
- Designed web pages focused on revenue generation and social responsibility
- Recruited physicians for global medical missions and specialty projects
- Developed and implemented quantitative surveys using SurveyMonkey

**Student Support Advisor I** | DeVry University  
11/2016-12/2017

- Evaluated academic documents and financial resources for higher education students
- Managed academic and financial plans using Salesforce, ProSAM, Banner, DegreeWorks, CPS, NSLDS
- Ensured degree plan accuracy for specialized populations, specifically military and United States Olympic participants
- Organized team building meetings and distributed detailed weekly reports to all team members

## CONTACT

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(630) 696-1126 | Westmont, IL

[Portfolio](#) | [LinkedIn](#) | [GitHub](#)

## EDUCATION

**Meta Front-End Developer**  
02/2024-present

**Google UX Design Certificate**  
10/2023-01/2024

**Certificate in Software Analysis and Development**  
01/2023-10/2023

**B.S. Information Technology** | GPA 3.99  
American InterContinental University

**M.S. Clinical Psychology** | GPA 3.85  
**B.A. Psychology** | GPA 3.5  
Benedictine University

## SKILLS

UX Design, UX Research, Wireframing, Prototyping, Personas, Responsive Web Design, Quantitative and Qualitative Data Analysis, User-Centered Design, Empathy, Interaction Design, Visual Design, Website Design

## PROGRAMMING

HTML, CSS, JavaScript

## TOOLS

Figma, Adobe XD, Photoshop

## CLINICAL EXPERIENCE

### **Outpatient Therapist** | Chicago Behavioral Hospital

03/2016-10/2016

- Led weekly mental health outpatient groups for individuals with cognitive impairments and severe mental illness
- Designed and executed therapy groups focusing on individualized treatment plans, incorporating illness management, cognitive behavioral therapy, dialectical behavior therapy, and art therapy
- Delivered individual and family counseling services
- Facilitated daily inpatient process groups for adolescents and adults

### **Assessment and Referral Clinician** | Chicago Behavioral Hospital

02/2016-04-2016

- Conducted adolescent and adult intake interviews for inpatient admission, outpatient programming, and community behavioral health services referrals

### **Specialist, Care Consultant** | Alzheimer's Association

10/2015-02/2016

- Offered telephone guidance and support to individuals affected by Alzheimer's disease and other dementia
- Addressed disease-related inquiries and scenarios with compassion, problem-solving skills, decision-making assistance, crisis counseling, and referrals to local resources

### **Psychiatric Rehabilitation Services Director** | Wheaton Village Nursing and Rehabilitation Center

11/2014-10/2015

- Managed social services staff, caseloads, and group programs
- Assessed clients' needs and created individual treatment plans
- Collaborated with multidisciplinary team for holistic client care

### **Alzheimer's Program Director/ Activity Director** | Crestwood Rehabilitation Center

06/2014-10/2014

- Oversaw a caseload of 35 residents with severe cognitive impairments in a secured unit
- Developed and executed daily activity programs emphasizing person-centered care
- Facilitated staff orientation and training; conducted monthly family education meetings

### **Care Coordinator** | Oak Park Township Senior Services

10/2012-05/2014

- Provided extensive case management and care coordination services to a caseload of 150 adults
- Developed customized community in-home service plans using a holistic perspective

### **Adult Protective Services Investigator** | Oak Park Township Senior Services

12/2012-05/2014

- Conducted abuse and neglect investigations following Illinois Department of Aging guidelines

### **Choices for Care** | Oak Park Township Senior Services

09/2013-05/2014

- Performed adult hospital screenings to evaluate care options based on individual and family needs