Cole Inniss

Product Designer

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EXPERIENCES

CHESS Health – UX / UI Designer

April 2022 - Present

- Enhanced B2B relapse prevention for iOS & Android and web dashboard products. Serving both clinicians and individuals in recovery and establishing a design system for Connections' App.
- Collaborated cross-functionally with multiple departments to define and expand mobile branding guidelines, ensuring consistent user experience. Balance business requirements with technical constraints while managing multiple projects.
- Developed Figma component library covering 80% of the application. Implemented new illustrations and first batch of motion designs.
- Increased user retention rates for mobile onboarding by 30%, Daily Check-In and user engagement by 65%.
- Achieved full WCAG 2.0 and Section 508 accessibility compliance across iOS and Android applications while conducting presentations to educate cross-functional teams on inclusive design principles and best practices.

Accenture – S2S Business Analyst : Accessibility Product Designer

June 2021 – November 2021

- Implemented inclusive design training for the Accessibility Architect Training Manual.

Intuit – Accessibility Product Design Intern

June 2020 – August 2020

- Defined comprehensive keyboard accessibility guidelines for 10 interactive components within Intuit's Design System, improving navigation for users with motor disabilities.

Fidelity Investments – Inclusive UX Design Research Intern

June 2019 – August 2019

- Created an inclusive design prototype for Fidelity's mobile Cash Management platform while leading design thinking sessions with UX interns and Harvard MBA students to integrate accessibility best practices.
- Conducted qualitative research with 50+ participants across varying disabilities, analyzing behavioral patterns and pain points to inform data-driven design decisions for Fidelity's mobile Cash Management platform.

Center of Accessibility and Inclusion Research Lab – Undergraduate Research Assistant

January 2020 – October 2020

- Recruited and conducted user research sessions with 32 Deaf and Hard-of-hearing participants, supporting Ph.D. research initiatives and contributing to accessibility research methodologies.

SKILLS & TOOLS

UX UI Design	Component Libraries	Adaptable & Independent
Wireframing & Prototypes	Qualitative Research	Communication & Collaborative
Mobile Design: iOS & Android	Accessibility (WCAG 2.0, 508)	Public Speaking & Presentations

EDUCATION

University of Maryland College Park, MD

M.S. Human-Computer Interaction Expected: May 2028

Rochester Institute of Technology Rochester, NY

B.S. Human-Centered Computing, *Minor Psychology* Graduated : May 2021

A.S. Applied Liberal Arts Graduated : December 2016