

Nolan Palmer-Smith | Project Manager / UX Designer

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Professional Summary

Project Manager with a strong background in UX design, adept at managing cross-functional teams, delivering projects on time, and aligning stakeholder needs with business objectives. Skilled in Agile and Scrum methodologies, I have successfully managed complex projects from conception to launch, ensuring seamless collaboration and high-quality results.

SKILLS

- **Project Management & Leadership:** Experienced in leading design and development teams, managing timelines, deliverables, and stakeholder communication.
 - **Tools & Software:** Proficient in Trello, Jira, and Asana for project management; Figma and Adobe XD for design; and Slack and Zoom for team collaboration.
 - **Agile & Scrum Methodologies:** Skilled in Agile frameworks, fostering collaborative environments, and ensuring iterative improvements throughout project cycles.
 - **UX Design:** Expertise in user-centered design, prototyping, journey mapping, and conducting user research to drive project decision-making.
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RELEVANT EXPERIENCE

Project Coordinator | Misfit Agency | December 2024 – Present

- Managed multiple web development projects, including the redesign and build of the Ellenville Regional Hospital website, ensuring timely delivery by coordinating with developers, tracking milestones in Asana, and communicating updates to clients.
- Utilize UX expertise to refine website designs, create user-friendly experiences, and prepare design files in Figma for seamless developer implementation.
- Spearheaded project organization by streamlining task management in Asana, maintaining schedules, and ensuring alignment with client goals across diverse web development initiatives.

Project Manager | Bunker Surf Shop (Project at General Assembly) | November 2023

- Independently led a two-week UX redesign for Bunker Surf Shop's e-commerce website, leveraging Figma for interface design and prototyping. Achievements include a 20% reduction in average checkout time and a 7-point increase in user satisfaction scores.
- Managed timelines, coordinated with stakeholders, and ensured successful implementation of design changes.

Director of Business Development / Project Manager | Adaptive Green | New York, NY | October 2016 – October 2019

- Managed multiple sustainable development projects, driving 30% business growth through effective client engagement and partnership building.
- Spearheaded the sale and installation of a green roof for the United Nations building, managing the project from cold call to completion.

- Coordinated with stakeholders, oversaw timelines, and ensured project goals were met on time and within budget.

Health Coach/Business Owner | Nolan Fitness | New York, NY | September 2001 – Present

- Built a successful online fitness platform, managing all aspects of the business, including client acquisition, service development, and operations.
- Fostered a client-centric service model, integrating user feedback and UX principles into program design, leading to a 95% satisfaction rate and notable business growth.
- Managed daily operations, marketing strategies, and digital platform improvements, driving consistent business growth.

EDUCATION

General Assembly | User Experience Design Immersive | Remote | October 2023 – February 2024

- Completed 500+ hours of expert-led instruction in UX/UI design, user experience research, project management, and design fundamentals, including the industry's most in-demand technologies.
- Gained hands-on experience in project management, user-centered design, and leading cross-functional teams.

English Literature | The New School | New York, NY | 2002 - 2006

- Completed 90 credits towards a Bachelor's Degree in English Literature with a 3.87 GPA. Engaged in rigorous coursework that honed critical analysis, creative thinking, and advanced writing skills, preparing for complex problem-solving and effective communication in professional settings.