

# Nikki St-Cyr

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I'm a UX designer and writer. I use research, copy, design, and empathy to make lives easier.

## Experience

Nov 14 - Present  
Seattle, WA

### **Content Manager | Getty Images**

I oversee the content strategy and development of contributor copy.

Website manager for the Contributor Community website.

Designer for contributor tools and experiences hosted on 3rd party sites.

Management of content translations and translation budget.

Management of engineering budgets for 3rd party websites.

May 14 - Oct 14  
Bellevue, WA

### **Lead Content Editor | Expedia**

Manager for a 30 person team of FTEs and contractors.

Liaison between content and technology teams.

Implemented improvements for internal tools and processes.

Provided detailed reporting analysis to leadership.

Researched, and escalated technical issues across multiple teams. Coordinated effective workarounds and chased resolutions.

Managed daily processes. Ensured teams stayed within SLA, reached AHT targets, provided QC's and managed process changes. Address and correct training gaps.

Jan 12 - Apr 14  
Bellevue, WA

### **Media Producer | Expedia**

Developed and maintained positive working relationships with 3rd Party image vendors.

Project management of several image sourcing projects. Creation of quarterly vendor newsletters and GSO Media newsletters for executive leadership.

Oct 11 - Jan 12  
Seattle, WA

### **Media Intern | Seattle Tilth**

Columnist for [rainiervalleyeats.org](http://rainiervalleyeats.org) and Facebook page administrator.

## Education

### **User Experience, Certificate**

School of Visual Concepts

Seattle, WA

Sep 17-Sep 18

### **Creative Writing, Bachelor of Arts**

Florida State University

Tallahassee, FL

August 04 - April 08

## Skills

UX writing & content strategy

User research

User flows, journey maps

Information Architecture

Prototyping

Wire framing

User experience design

Localization

HTML/CSS

Vendor management

Google Analytics

Technical writing

## Tools

Sketch

Axure

Principle

WordPress

GitHub

Photoshop

Eloqua