

# Clarissa ter Maat.

User Experience, Service & Industrial Designer

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## Education

### **Savannah College of Art and Design (SCAD)**

Savannah, GA (2014 - 2017)

B.F.A. in Service Design

Minor in Industrial Design

Study Abroad: Hong Kong, China Spring 2016

Deans List 2015

Academic and Artistic Scholarship (2013 - 2017)

### **Miami International University of Art and Design**

Miami, FL

Photography (2013)

### **University of Palermo**

Buenos Aires, Argentina

Photography (2012)

## Certifications

### **Cornell University**

Data Analytics (2019)

### **IDEO University**

Design Thinking (2018)

## Skills

Design Thinking/HCD

Storytelling & Communication Design

Interdisciplinary Collaboration

Futurism & Innovation

Concept-to-Commercialization

Omni-Channel Commerce

Rapid Prototyping and User Testing

UX Design Research

## Tools

Adobe Suites (AI, ID, PS, XD)

Sketch & InVision

Model Prototyping

3D Printing & Laser Cutting Plastic

Casting & Vacuum Forming

## Language

English

Spanish

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## Job Experience

### **Hilton Hotels & Resorts**

Senior Service Designer, Customer Experience and Innovation

July 2019 - April 2020 (McLean, Virginia)

Specializing in transforming diverse content and complex functionality into coherent, accessible structures, we collaborated with our product teams through HCD thinking and strategies to design and push for innovation. With my focus on UX research, I had the opportunity to fully engage our guests in order to empathize and radically change how they interact with the company. I lead, conduct, and analyze user research across a variety of platforms for our Focused and Suites brands.

### **Marriott International**

Senior Program Specialist, CX Innovation

February 2018 - July 2019 (Bethesda, Maryland)

The Customer Experience Innovation team's goal is to push the brands and portfolio to stay relevant, differentiating, and competitive through the collaboration of internal and external interdisciplinary partners. This opportunity allows me to be true to customers, design products, services, and interface experiences that touch on enterprise, brand, exploratory, and the culture of innovation.

### **Seed Strategy**

Service Design Creative Intern

June - August 2017 (Crestview Hills, Kentucky)

I gained experience at a fast-paced brand strategy and innovation agency, working on both the creative and strategy team. I worked on projects that included new-to-the-world products and services for Fortune 500 companies. Responsibilities included but weren't limited to qualitative and quantitative research, consumer insight analysis, competitive assessments, strategic deliverables, product marketing, and product development.

### **Fossil Group, Inc.**

Service Designer for Sponsored Collaboration

March - June 2017 (Savannah, Georgia)

As a lead Service Designer in this collaborative course, my role was to integrate the design thinking process and tools in order for my diverse cross-majors team to propose concepts of new experiences and products for retail goods for SKAGEN.

### **Volcom**

Design Intern (Merchandise & Design Department)

July - August 2016 (Costa Mesa, California)

I worked with designers and developers on many significant roles such as assisting on photoshoots and fittings, collaborating with seamstresses on prototypes, and updating graphics in Illustrator, PLM and Full Circle.

### **Wanderkit**

Strategist Intern

July - August 2016 (Santa Monica, California)

Worked closely with the start-up founder to identify and translate user needs into wireframes and high-fidelity app interface prototypes.

### **Photographer Pablo Garber**

Assistant

August - October 2012 (Buenos Aires, Argentina)

For this regionally renowned artist, I set up and disassembled his personal galleries, and provided general administrative support to assist the artist.