

Megan McLaughlin

Systems & Operations

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www.meganmclaughlin-ux.com/about

Skills and Tools

- Project management
- Systems management
- Team management
- Airtable
- User research
- Interaction design
- Figma
- Miro
- Journey mapping
- Usability testing
- Zapier
- Whimsical
- Competitor analysis
- Information Architecture
- Asana
- ClickUp

Experience

Digital Business Manager – Freelance

Nov 2025 – present

- Designed a system for tracking ideas and issues reported through various feedback channels for a volunteer-run nonprofit (www.schoolofhonk.org).
- Designed a project plan for launch of an online course about gardening.

UX Design – Freelance

March 2021 – present

- Researched and wireframed an iPhone app for installation contractors that reduced the application failure rate from 20% to less than 5%.
- Designed and shipped a web-based B2B document upload portal.
- End to end design of consumer IoT app for smart batteries, which involved conducting a generative user research study to understand users relationship to electrical power.
- Conducted an analysis of online event hosting platforms through interviews, surveys, and heuristic analyses; made recommendations.
- Advocated for accessibility and provided an actionable plan to reduce clutter and improve clarity.

School of HONK – Mentor

June 2019 – present

- Taught the basics of playing trumpet at afterschool and summer programs for kids, plus weekly sessions for all ages.
- Cultivated a relaxed, fun atmosphere where mistakes are okay.
- Strategized with other leaders to refine the program in an environment of continuous improvement.

Barnes & Noble Education – Supervisor

January 2019 – March 2020

- Handled customer feedback and resolved issues. Prepared bank deposits and managed inventory.

Nanny (for Babies and Toddlers)

March 2015 – November 2018

- Built strong human-centered relationships and communication skills, while approaching challenges with a proactive, creative, positive mindset. Managed multiple relationships and tasks simultaneously.

Experience (Continued)

Clover Food Lab – Team Leader

September 2013 – Feb 2015

- Drafted an employee handbook and documented what worked and didn't work between multiple restaurant locations.
- Led breakfast shifts, where I redesigned the breakfast sandwich assembly process, propelling my restaurant location to have the lowest wait times in the company.

Barnes & Noble Education – Bookseller

May 2010 – September 2013

- Deeply studied customer service and employee experience in a high turnover environment.
- Built customer relationships.
- Designed displays and monitored their sales.
- Worked collaboratively with a diverse and ever-changing team.

City of Winooski, VT – Program Coordinator (AmeriCorps VISTA)

August 2007 – August 2009

- Designed a scheduling system to share space among 7 nonprofits in 1 community center.
- Completed grant applications.
- Coordinated signup and logistics for kids' summer and vacation programming through the Parks and Rec department, plus organizing senior programming and community potlucks.

Upward Bound – Tutor/Counselor

Summer 2006 & Summer 2007

- Teamed up with some passionate educators to create a college-like experience to welcome high school students preparing to be first in their families to finish college.
- Tutored Biology; Led writing elective.
- Supervised and mentored students during the live-in summer program.
- Collaborated with the team in a week-long process to develop the ever evolving manual and core values of the program through consensus decisionmaking.

Interests

- Service Design
- Education
- Human Psychology
- Employee Experience
- Digital Accessibility
- Plants and Gardening

Education

Digital Business Management

Certificate – DBM Bootcamp

October 2025 – December 2025

User Experience Design

Certificate – CareerFoundry

April 2020 – February 2021

Permaculture Design

Certificate – Resilience Hub

December – May 2015

English & Writing

B.A. – Keene State College

January 2004 – May 2007