

melissa cagan

Designer + storyteller with a passion for education and experience design that **encourages empathy, hope, and equity.**

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Education

Carnegie Mellon University 2021-2020
Master of Arts in Design
Pittsburgh, PA
Served as teaching and research assistant

Northwestern University 2018-2014
B.S. in Social Policy and Education
Evanston, IL
Major: Learning Sciences | Minor: Theater

Tools

Photoshop	Microsoft Office Suite
Lightroom	Figma
Illustrator	Garageband
After Effects	Paper + Pen
Adobe XD	Photography (Digital + Film)

Skills

UX Design	Visual Communication Design
UI Design	Flow Diagrams
Storyboarding	Information Architecture
Wireframing	Basic Animation Principles
Prototyping	Stakeholder/Territory Mapping
User Testing	Research Methods

Notable Work

The Underdogs

Carnegie Mellon University, Spring 2021

The Underdogs encourages the adoption of sustainable habits. A picture book and app spark excitement and introduce actionable steps while delightful characters represent under-acknowledged endangered species.

Experience

- **Walt Disney World** 2022-2021
Attraction Operator
Ran high volume attractions in Walt Disney World theme parks while providing world class customer service and meeting high safety and efficiency expectations.
 - **School Vaccine Hub** 2021
Content Creator/Visual Designer
Created a visual language for the School Vaccine Hub, a collection of resources about vaccine distribution and education for school professionals. Designed social media campaigns along partners like Equity by Design, Boston Children's Hospital and Ariadne Labs.
 - **Carnegie Mellon University** 2020-2019
Events Assistant
Helped plan and manage the CMU Robotic Institute's anniversary celebration which hosted 500+ attendees. Oversaw the creation and distribution of informational and complimentary materials given to all attendees.
 - **Carnegie Museum of Natural History** 2019-2018
Museum and Outreach Educator
Taught programs about environmental science and the natural world to audiences of all ages, in schools, community centers, festivals, and the museum. Assisted outreach in updating program activities and materials.
- Educational Content Creator**
Researched and composed an educational blog designed to connect 8-13 year olds with nature through online and in-person learning. Photographed images for museum use while supporting the museum's education team in designing a program structure.