

# melissa cagan

Designer + storyteller with a passion for education and experience design that encourages empathy and awareness.

 melissacagan@gmail.com  
 www.melissacagan.com  
 412-445-8510

## 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      Figma, Adobe XD  
Lightroom      Microsoft Office Suite  
Illustrator      CMS (Cascade, Drupal)  
After Effects      Mailchimp

## Skills

UX/UI Design      Graphic Design  
Wireframing      Information Architecture  
Writing      Basic Animation Principles  
Content Strategy      Photography (Digital + Film)

## Volunteering

**Humane Animal Rescue of Pittsburgh**  
Cat Care Volunteer

## Selected Experience

- **Communications/Administrative Coordinator** 2025-2024  
Carnegie Mellon University,  
Center for Student Diversity and Inclusion  
Created marketing and communications materials for social media, newsletters, web, digital display and print. Oversaw internal communications and office management.
- **Content Strategist** 2023  
Carnegie Mellon University  
Developed and implemented designs, layouts, and content for university-wide websites as a member of the website strategy team in University Marketing & Communications.
- **Attractions Operator** 2022-2021  
Walt Disney World  
Ran high volume attractions while providing world class customer service and meeting high safety expectations.
- **Content Creator/Visual Designer** 2021  
School Vaccine Hub  
Created a visual language for the School Vaccine Hub, a collection of resources about vaccine education for schools.
- **Museum and Outreach Educator** 2019  
Carnegie Museum of Natural History  
Taught programs about environmental science and the natural world to audiences of all ages, in schools, community centers, festivals, and the museum.
- **Educational Content Creator** 2019-2018  
Carnegie Museum of Natural History  
Researched, wrote and photographed an educational blog designed to connect 8-13 year olds with nature through online and in-person learning. Supported the education team in designing a program structure.