



W	hat d	Ιο γοι	ı want	to	learn?

Business development	<u>~</u>
Marketing	
Sales	~
Team building	
Fundrasing	
Leadership	
Personal development	

Change membership

Sign out

Taly M.

****8767

Phone Number

PECIAL INSTRUCTIONS:	
DEALS The best deal based on your order will b	be applied at checkout
\$1.00 Off Any Sandwich	MANAGE
Rewards	
\$2 Reward	MANAGE
our Total eals ewards ax	\$9.68 -\$1.00 -\$2.00 \$0.25
ou Pay	\$6.93
PAYMENT METHOD	
aying With	Apple Pay >
PLACE ORD	ER \$5.62

SPECIAL INSTRUCTIONS

Type instructions here

🐼 DEALS

REWARDS

Your Total

You Pay

Paying With

PAYMENT METHOD Select or add payment method

Deals Rewards Тах



howdy

I've dedicated over 14 years to the design industry, with 8 years focused on UX/UI. I bring approximately six years of valuable experience in the healthcare industry also valuable experience in online booking platform design, telehealth, and SaaS platforms to the table.. I currently serve as Principal UX Designer at Optum, where I collaborate closely with the marketing team to drive product sales on the B2B website. Previously, I held a position as Product Designer at Amwell and have spearheaded various side projects, including the design of a mobile app for Subway and the development of diverse SaaS applications in the beauty industry and business services.

I am self-taught, and I have a big passion for what I do, I jump all in to new projects and always give my best on all of the projects I am part of. I always seek to learn new skills and ways to continue to improve my skills and work.

To me, design extends beyond aesthetics; it involves understanding consumer needs, solving problems, and strategically positioning brands to both stand out and embody meaningful values.

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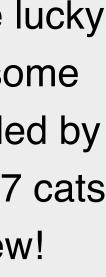


I am Taly Martins **UX/UI Designer**

Three little humans call me mom, and I'm the lucky wife of a guy who introduced me to this awesome industry! We live in the countryside, surrounded by a few acres, along with our adorable crew of 7 cats and 2 dogs. Life is pretty fun with my little crew!

Languages: English, Portuguese & Spanish.





Some Tools | use

Design Design management











balsamiq





Thinking Process

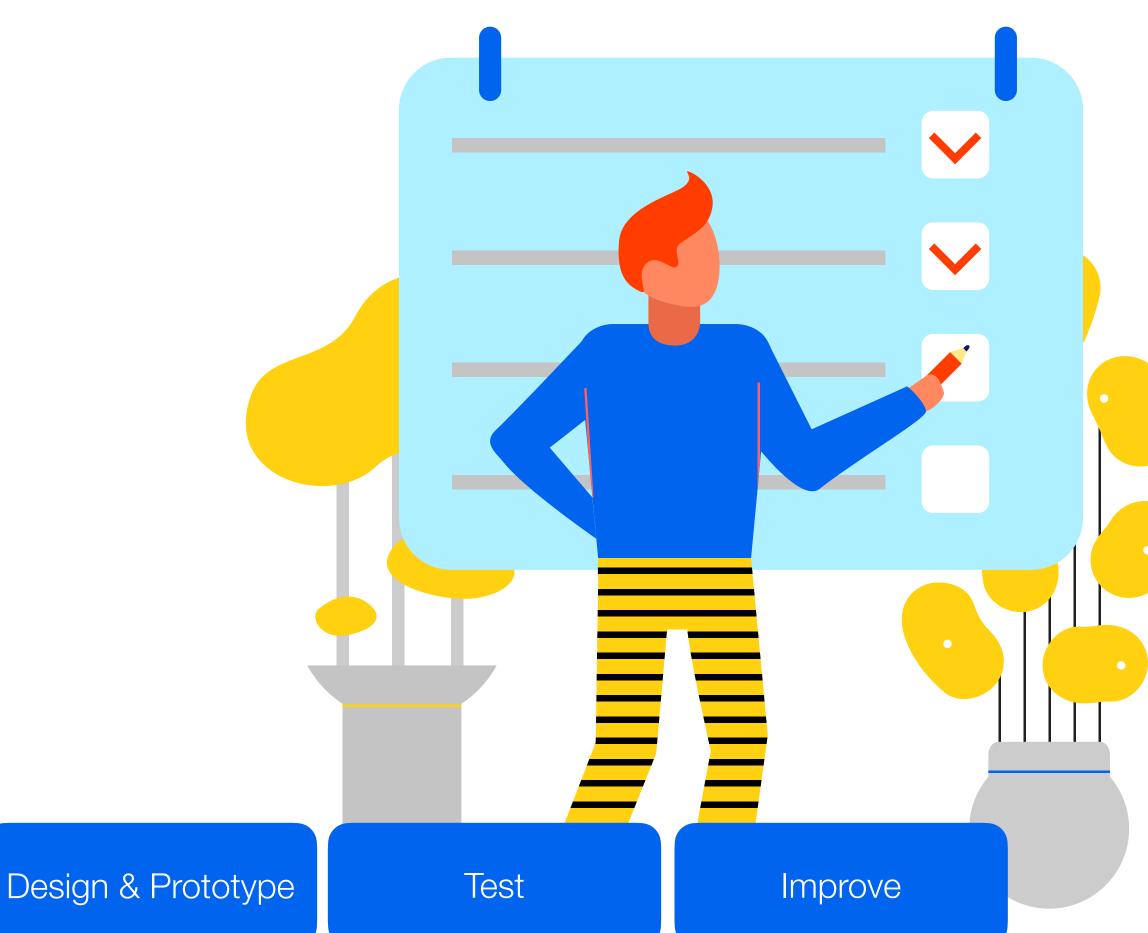
Empathize

i

Research

Define

Design – isn't just pretty visuals, but a rather heavy problem-solving.





Empathize/ Understand

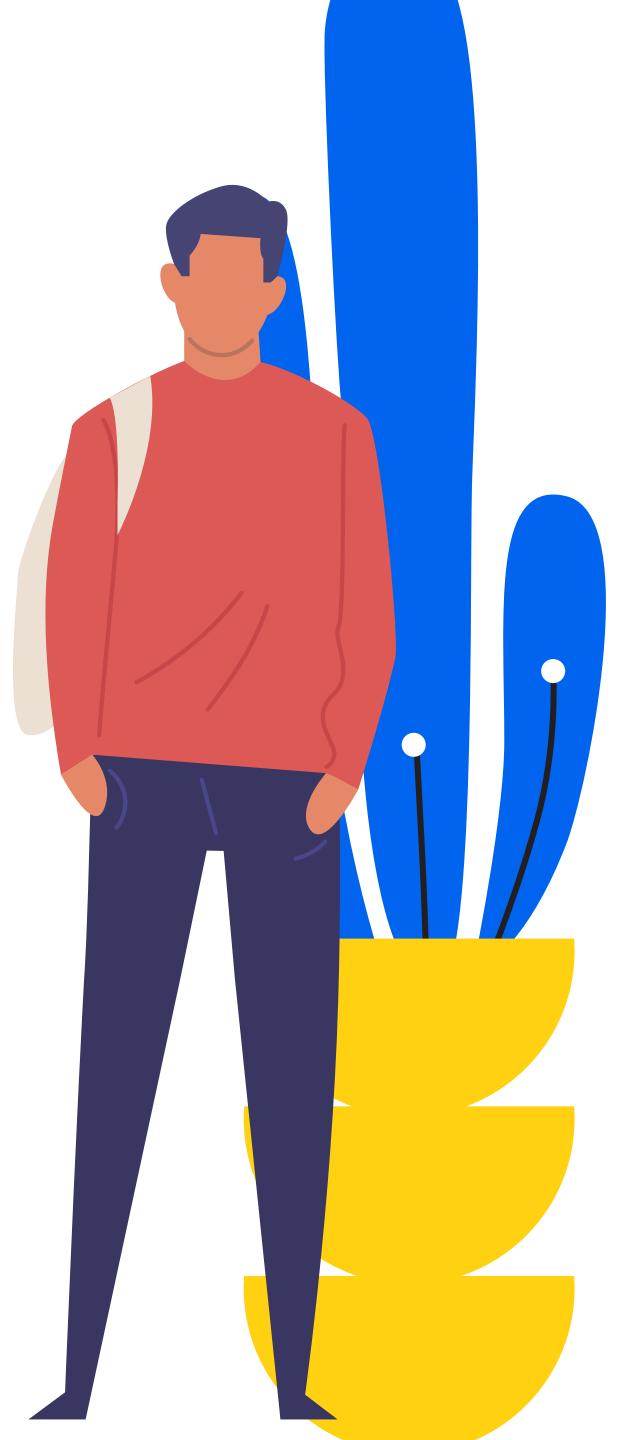
Understanding the problem

I tend to ask a lot of questions when I begin a project, as I want to ensure that I understand the real problem. As a natural problem solver, I tend to quickly get myself into that situation. How does the user feel? What is on their mind? What does the user hope to accomplish? Then a persona is created.

By empathizing with the situation, I can set aside my preconceived notions and gain a deep understanding of users and their needs.

Tools usually used during this process:

Heart 💙 & Brain 🧠



Research

Lots of research and finding existing solutions...

As I work through this step, I tend to hoard a lot of information. I do this either by downloading numerous apps, browsing several websites in various verticals, or pinning things onto my Pinterest boards and sometimes even saving my favorites to my personal Notion page for future reference.

At this point, my focus is on gathering information about the problem, as well as other solutions that users have used.

Some methods used for research also could be: Interview 1:1, Surveys, Usability tests...

Tools usually used during this process:

iPhone, Macbook Pro, Trello, Pinterest, Post its, Miro



"If we want users to like our software, we should design it to behave like a likeable person: respectful, generous and helpful." – Alan Cooper

Define the Problem

What really is the problem here?

The pain point is defined at this stage. How should the user experience look? Is there anything that needs to be fixed? How should we proceed? Could there be a better experience?

Tools usually used during this process: Notebook, Pen, and more post its.





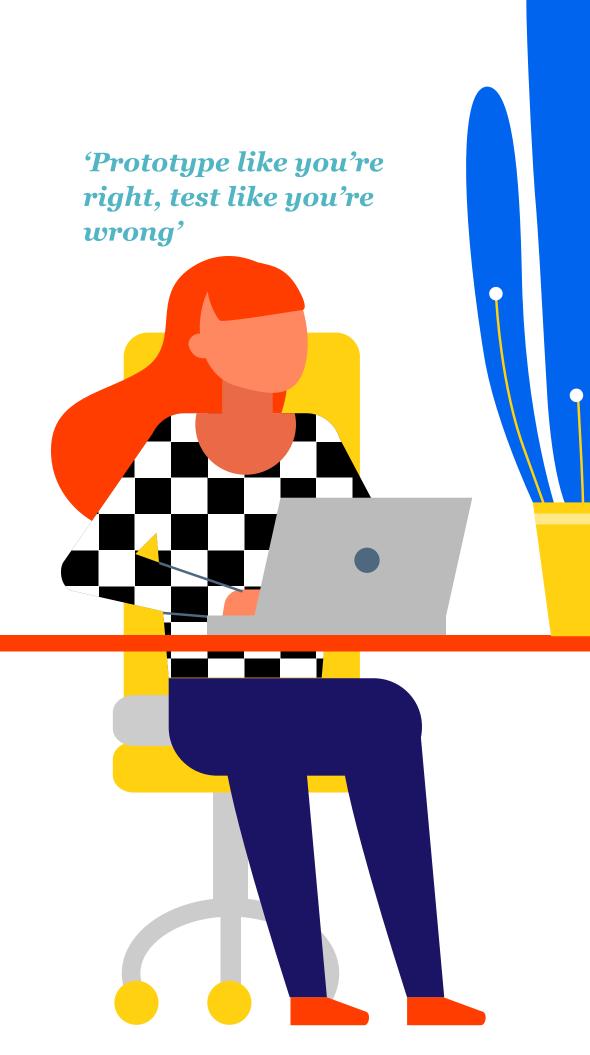
Design & Prototype

Let's finally start creating

The next step is to create wireframes, screen flows, and the user journey. It takes a lot of brainstorming and innovative thinking. The more ideas, the better.

By prototyping I can sometimes discover new issues that need to be resolved. Then I can continue creating the prototype. Depending on the client and project I usually try to do a quick inexpensive mockup of how it would work. Some clients do prefer a more high-end prototype in this case it does take more time but once we test it we already have the design elements and can just work on adjusting the design to work better based on the user testing response.

By the time prototype is ready I have a clearer view of how the real users would behave, think, and feel when interacting with the end product. Tools usually used during this process: *Pen, Sketch, proto.io/ Invision*







Does it REALLY work well?

This is TRUTH time!

Did we really hit the mark? In this step, I find out if the flows and the initial designs are working, and if it is solving the user's initial problem. I enjoy creating A/B testing to see what works best but it depends on the project that I am working on. Testing reveals insights that may redefine the problem and we can go back and fix it before implementing the final findings.

Tools usually used during this process: <u>usertesting.com</u> or invision





Improve & Finalize Design

....and some times.... Repeat!

Design puts ideas in front of users, gets feedback, refines the design and repeats this process until the client and I are both are satisfied.

Remembering that design is frequently mistaken for the artifacts it yields. Design is a site, a couch, or a smart phone. The condition is broken. Design isn't an artifact.

It's a systematic approach to solving problems.



Recent highlights from my work across various industries

tmelo.com





Prim and Prime Hair...

Your Site: primpandprimehairstudio.com

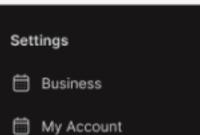
Management

- Appointments
- 怨 Clients
- R Staff
- ∃ Services

Marketing

- Website
- P Newsletter
- Social Media Library All platforms
 - Facebook posts
 - Instagram Reels TikTok

Others



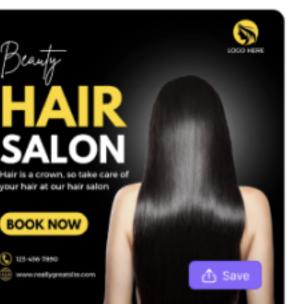
👼 Sharmaine

Design Library

All

Facebook Post

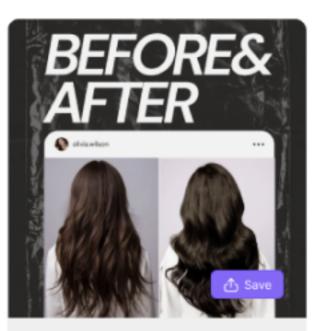
Instagram Reels Instagram Posts TikTok Others



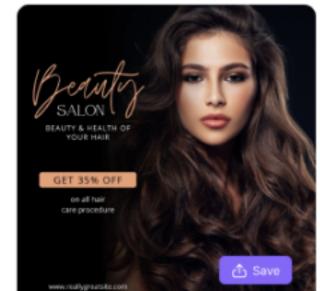
Content Suggestion:

Transform your look and boost your confidence with a fresh haircut! Book your appointment now for a fabulous makeover. 🦙 #HairTransformation #NewLook

🕞 Copy text

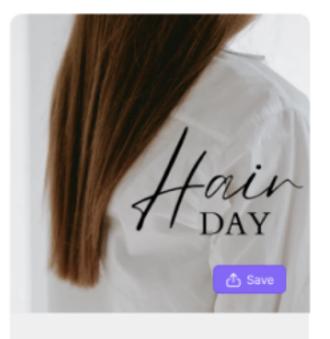


Content Suggestion:



Content Suggestion:

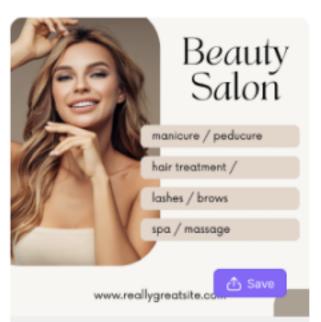
#WeekendVibes #HairGoals



Content Suggestion:

Transform your look and boost your

Embrace the weekend with a chic haircut! Our skilled stylists are ready to give you the perfect style that suits your personality. Book your spot now. 💙 🗘 Copy text



Content Suggestion:

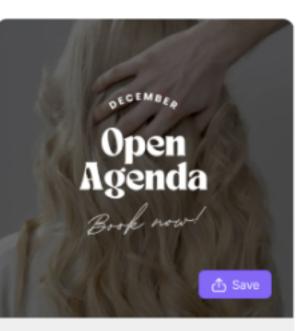
Get ready for spring with a fresh cut and style! Schedule your appointment now. 🙁 #SpringReady #HairRefresh

🗘 Copy text



Content Suggestion:

Got a special event? Let us work our magic on your hair! From weddings to parties, our stylists create stunning looks that steal the spotlight. 👎 #SpecialOccasion #HairMagic 🕞 Copy text



Content Suggestion:

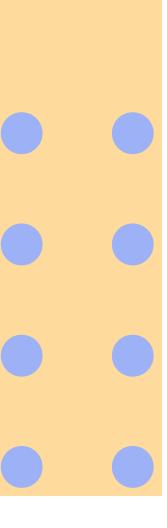


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Content Suggestion:

Got a special event? Let us work our

Embrace the weekend with a chic



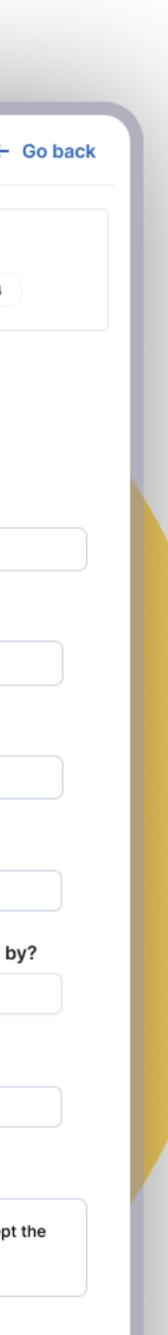


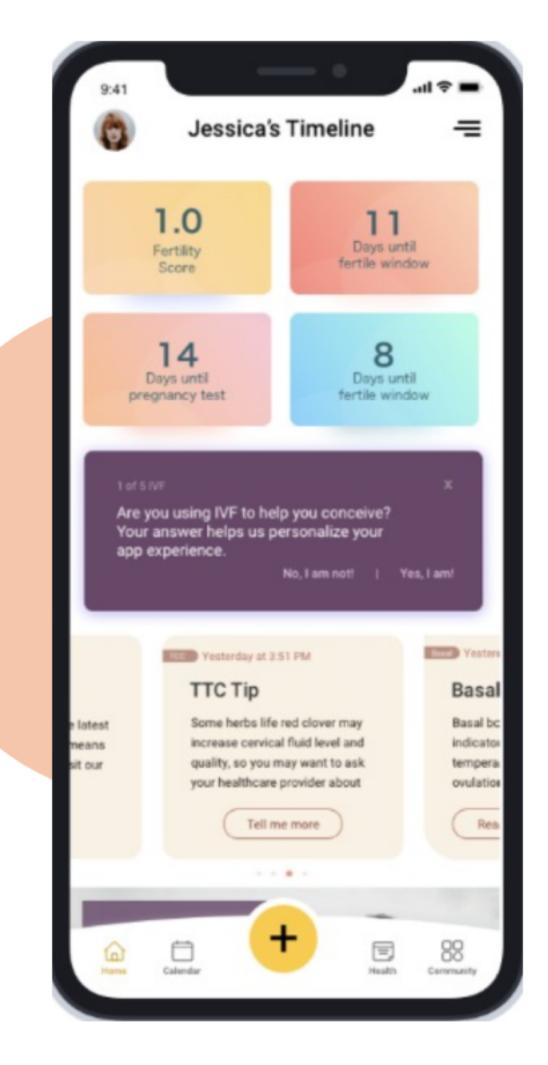
Cleaning CRM	Welcome Here's a list of yo	back! our tickets for this month!			
Tickets					
Clients	Filter ticket	⊕ Stat	tus 🕀 Priority		
Contractors	Date 0	Client 0	Service type 🗘	Ticket title ≎	С
Team Members	11/16/2023	Century Medical District	Repair	Resurface	JL
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	11/22/2023	Century Medical District	Painting	Full paint checar por repairs	
	11/16/2023	Cottonwood Ridgeview	Painting	Full paint	
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	11/21/2023	Cottonwood Ridgeview	Painting	Full paint	C
	11/27/2023	Cottonwood Ridgeview	Painting	Full paint	
	11/27/2023	Cottonwood Ridgeview	Painting	Full paint	
	11/29/2023	Cottonwood Ridgeview	Repair	Fixed laundry room	
	11/16/2023	Toscana Valley Ridge	Painting	Full paint	C
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	11/27/2023	Toscana Valley Ridge	Painting	Full paint	Iç

icket Details	←
Century Medical D	District \rightarrow #2434
6162 Maple Ave	👤 Jenny Barbosa 💾 Feb 1, 2024
Current Status:	
Ready	
Title:	
Full paint check for repairs	
Property Name	
Q Century Medical District	
PO	Property Type
1234345	Q Apartment
Property Number	Square footage
#1234	1234
Service start date	When you need it ready b
🛅 Jan 20, 2024	🛅 Jan 30, 2024
Service type	Contractor
Q Painting	Rodrigo

When you reach the apartment, focus on painting everything except the front door. This project needs to be completed by Feb 1st

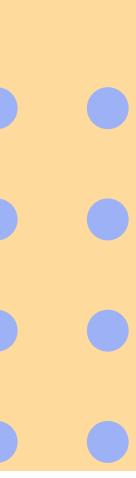
Note:





...l 🕆 🔳 9:41 Jessica's Timeline = 100 8 1.0 days until Fertility fertile window score Cycle Day 31 9 days until proliferative phase pregnancy test Read 1 100 Yesterday at 3:51 PM TTC Tip Ba Basi india tem Some herbs life red clover may or the latest increase cervical fluid level and at it means quality, so you may want to ask th, visit our ovul your healthcare provider about Tell me more Personalized fertility support With WINFertility, you can o + Community Fealth Ö 6 Calendar Home

On this design I removed the "action/interaction" box so you can see a little bit of where the Ad will come in. Bringing in orange: The color orange has symbolized fertility since ancient times. Created by combining red (love) and yellow (happiness), it's an uplifting, hopeful color. I am not sure if we have control over the ad design that we use in the app. So this was just a quick one I redesigned that I was able to find in the app... But as you can see it flows well with the rest of the app.





Let's see a little bit of it into practice...UX

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TEAM

Creative Director: David Hunter (Subway internal team) UX/UI Designers: Taly Martins (Lead UX) & Nico Brassard

Agilitee & Internal Subway design team Date: 2018-2019













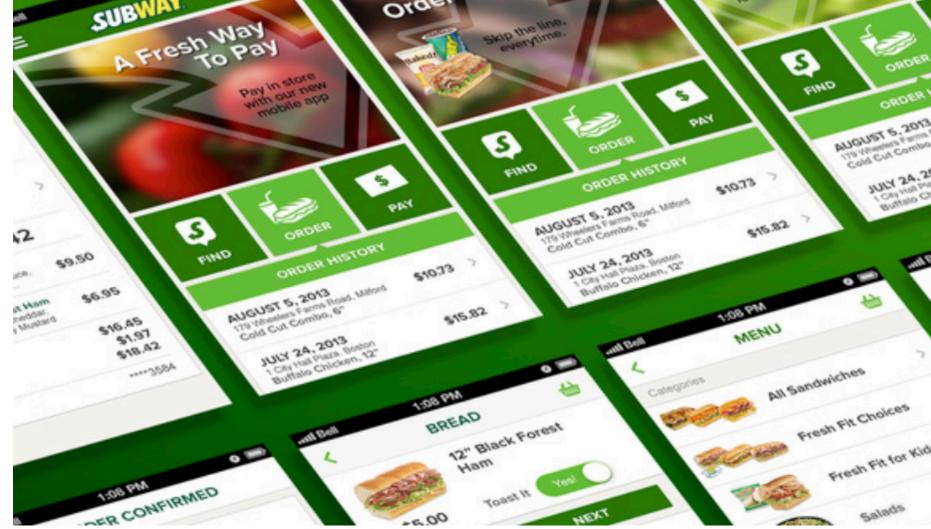
Subway's App Picker

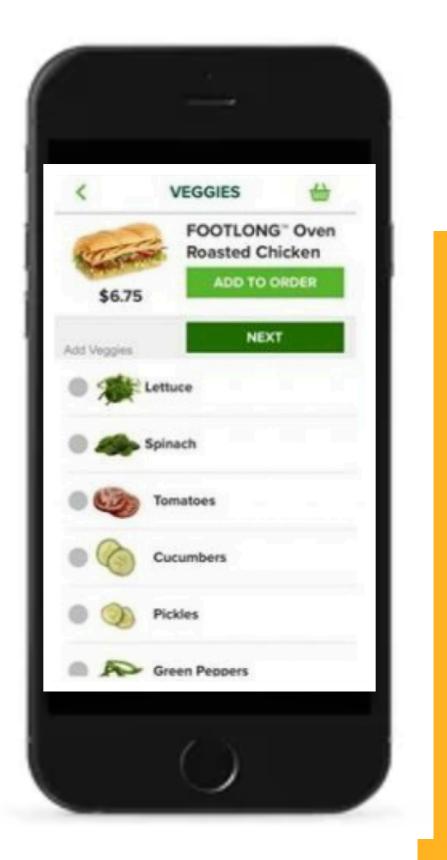
The picker as we called it internally also known as the "customizer" is the process that the user goes through to be able to order and customize their sub.

Challenge

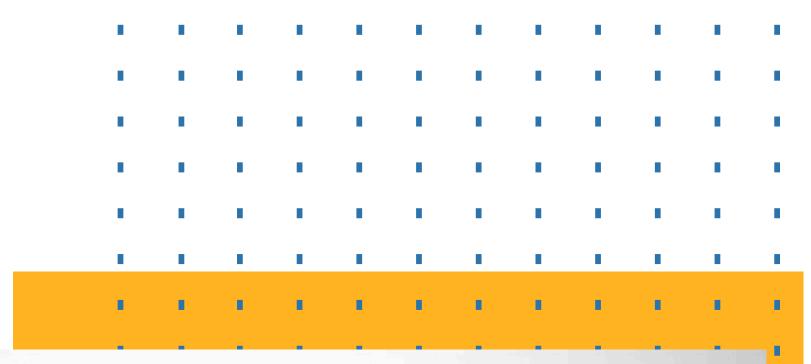
Users sometimes were unable to complete their sub order because the process was long and clients would just prefer to order when they got to the shop.

When we started this engagement Subway's overall sales were down 19% and annual mobile sales were less than 1%.





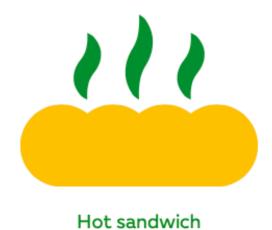












For this specific project I flew to Subway's headquarter with the Agilitee team. Subway's internal team wanted to have a hands on in person brainstorming session. So we spent a whole day going through all possible ways that the "Picker" could be done, and the challenges they users were facing....

we - Store ->Me -> Prod Flows = Debuil -> Custonine---- Ricker -Subway detail Drider >> Zie Code Men = Detail & Cust & P. Lec -> Bag Prod Promos) (RM 2 [Store Locator] -> Prod Digital Wetg } Browse -> Prod Notifications } Browse -> Prod Menu - Customize - Bas Ocapric Man 6" 12" Meat 700 Chaege Test Secolling Fall-width us half-wi 000 A 150 Find Out Use of: Modifier is Pickor VIII 6" Cust the second s Se the second s the second s



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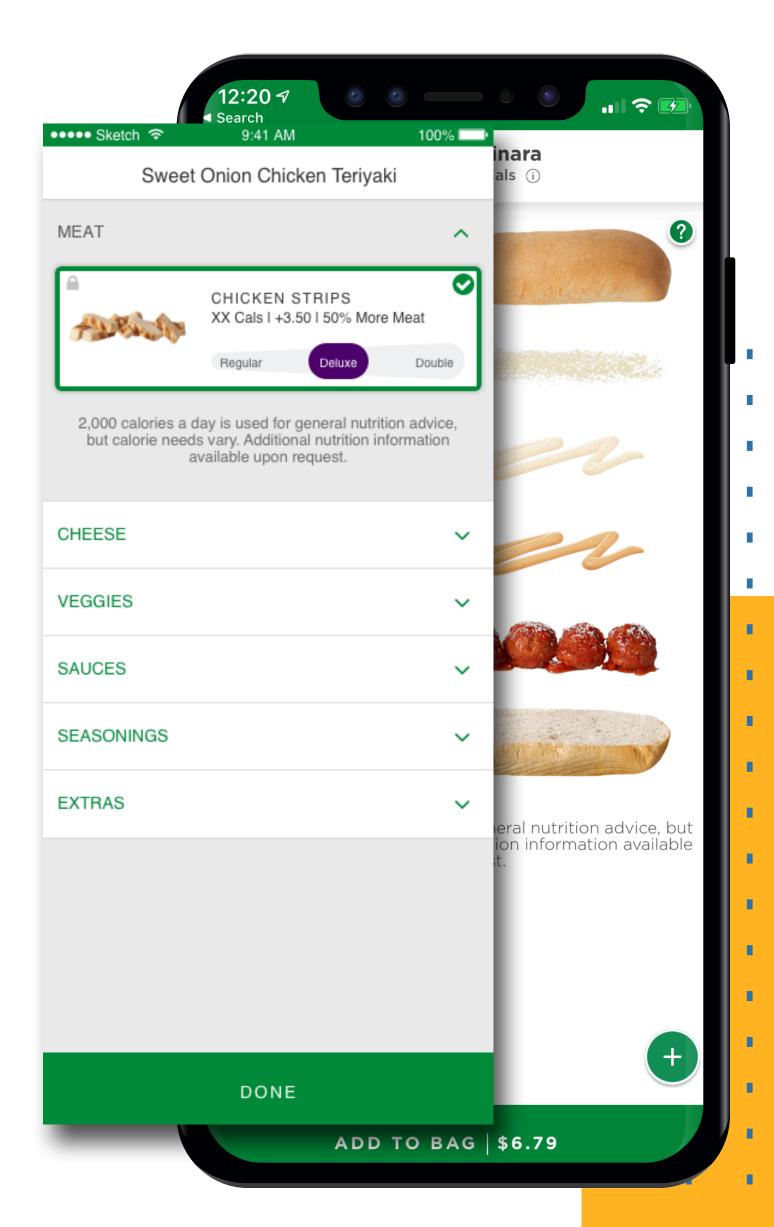


User

- 44% of users were between 26 and 35 year old
- 61% are Females
- In a hurry trying to make a quick order to save time

Approach

Since Subway had so much data that I was able to analyze, I was already familiar with their existing customer base and a lot of what they wanted and how they wanted it. It was important for our team to take this into consideration when redesigning the picker. We wanted their experience to be similar as if they were ordering inside the shop.



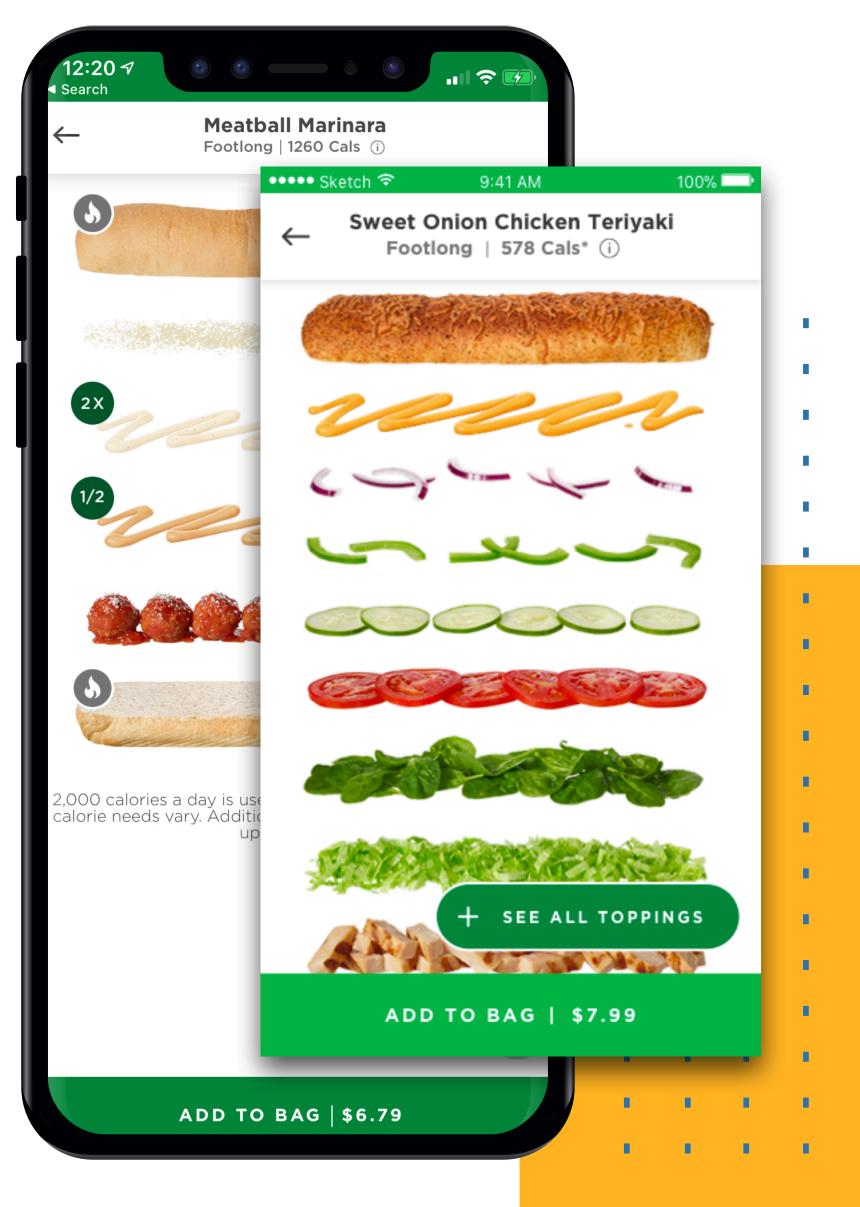
Assumptions

My initial thoughts based on the data of what we had done in the past was that images were very important to be able to give the user a visual.

Solution

My mission was to create an intuitive, very personalized and user-focused experience that users would be able to actually have a visual of what their sub would look like at the end. Making it easier for users to use the app and increasing mobile orders.

- Keep it simple
- Cater to the customer
- Make it delightful



. . . .

More Research & Defining the Problem

I spend a full day at Subway's shop and just watched how people were customizing their subs and placing their order. This way we would have an idea of how most users were already doing in person and bringing that experience to the mobile app.

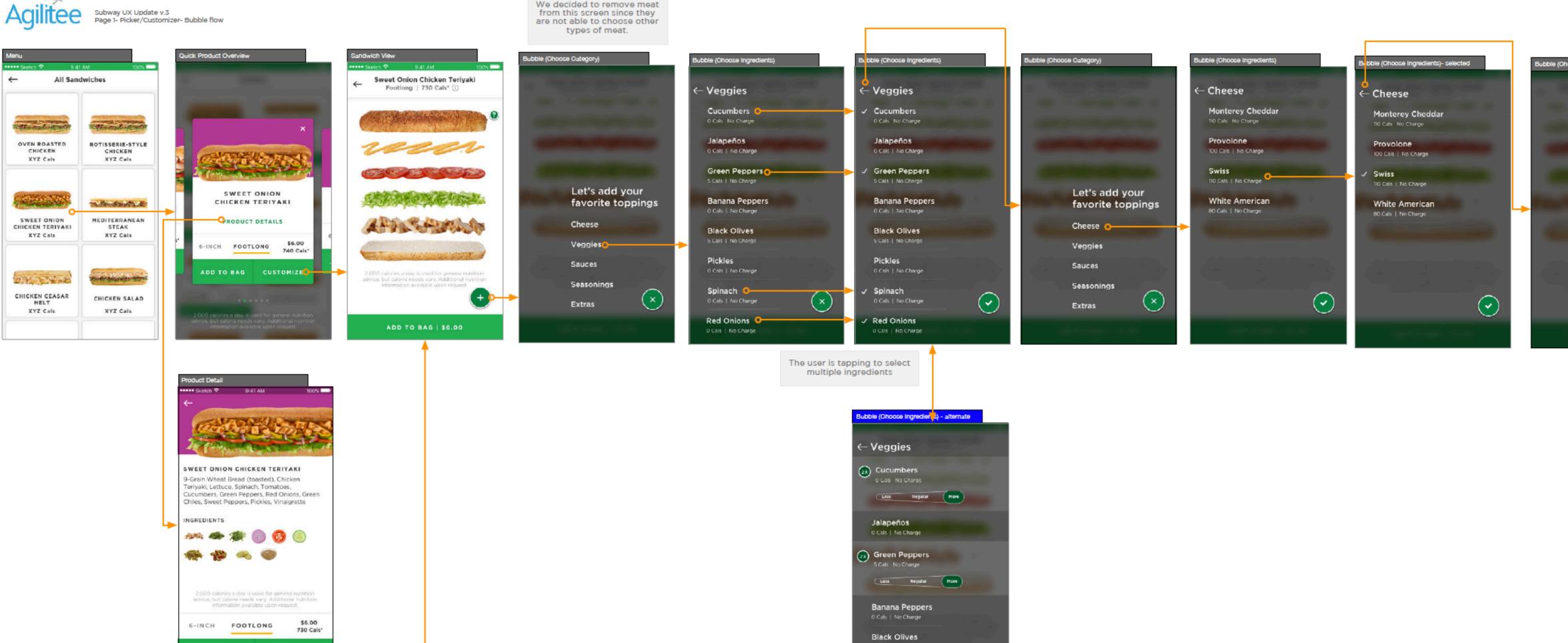




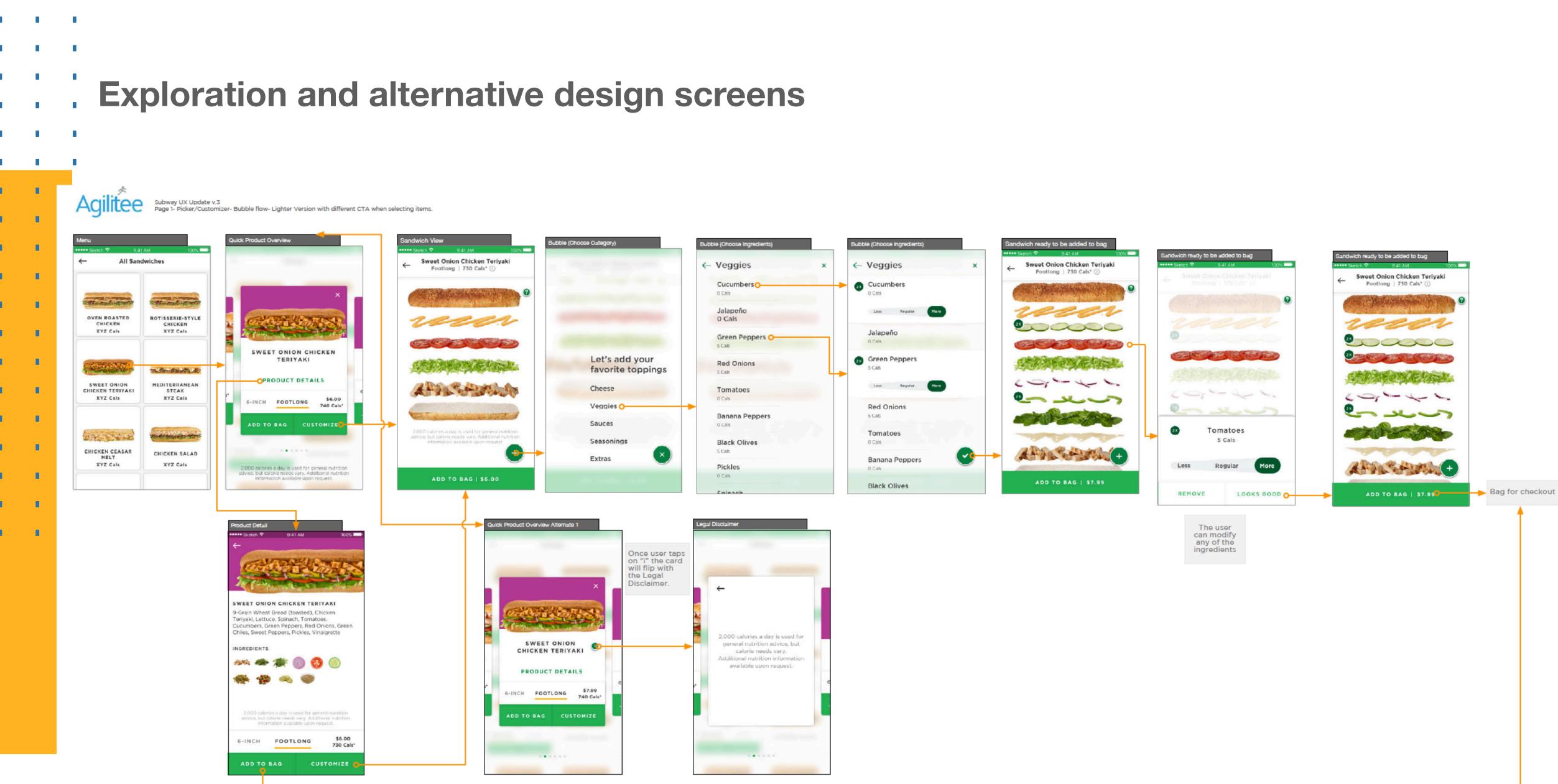


Exploration and alternative design screens for mobile

ADD TO BAG CUSTOMIZE

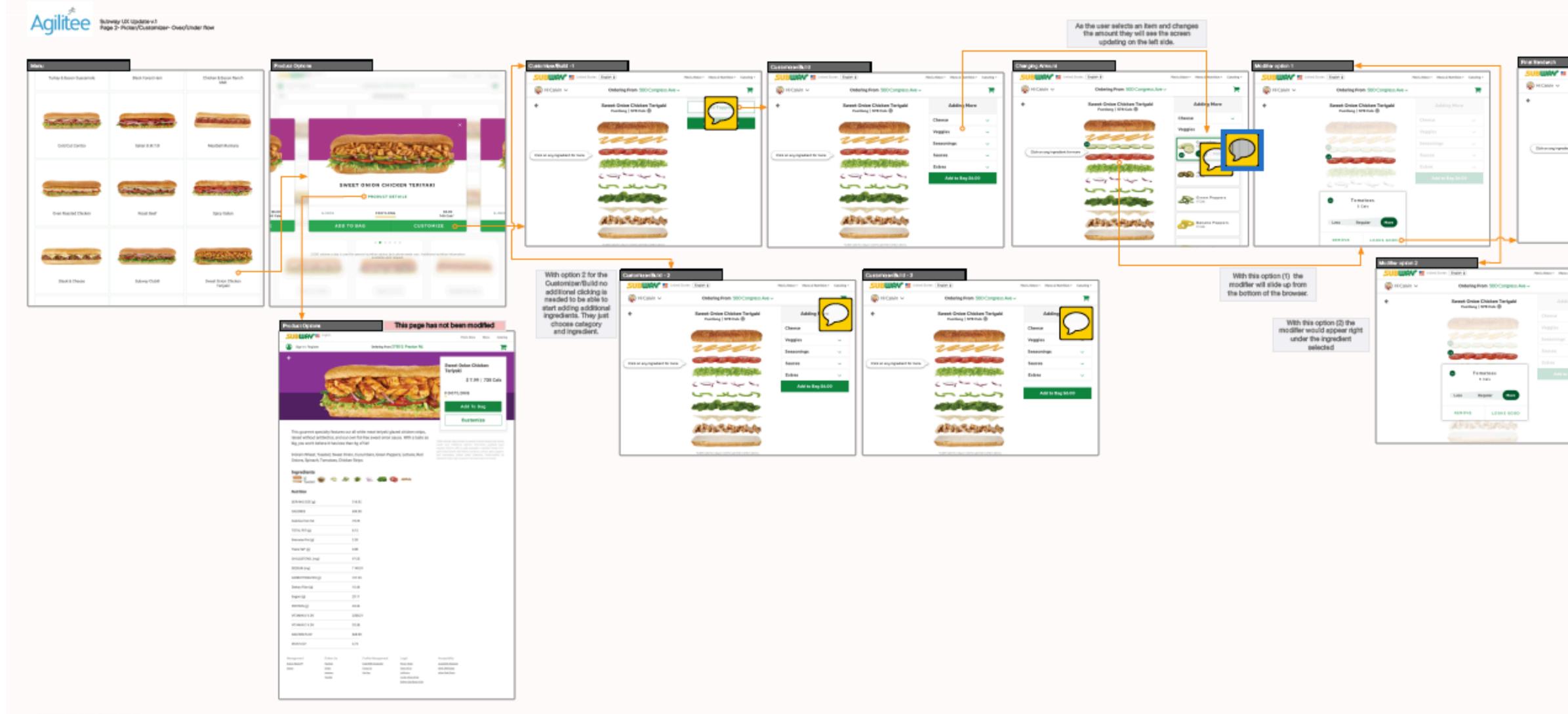


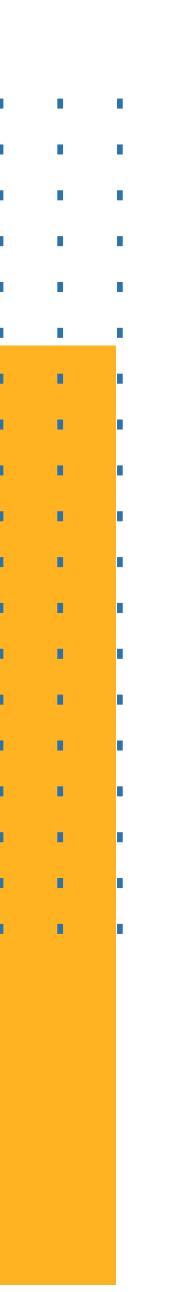
 $(\mathbf{\cdot})$ Pickles C Cals | No Charge Spinach



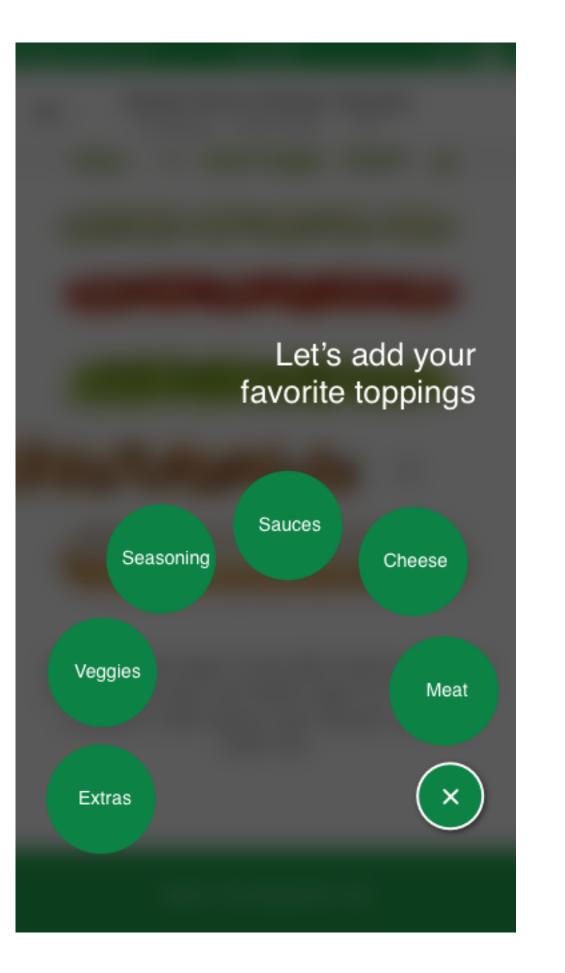


Bringing the App Experience into the desktop version



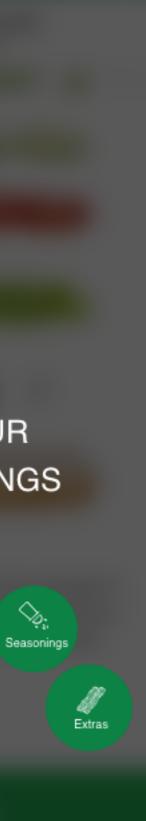


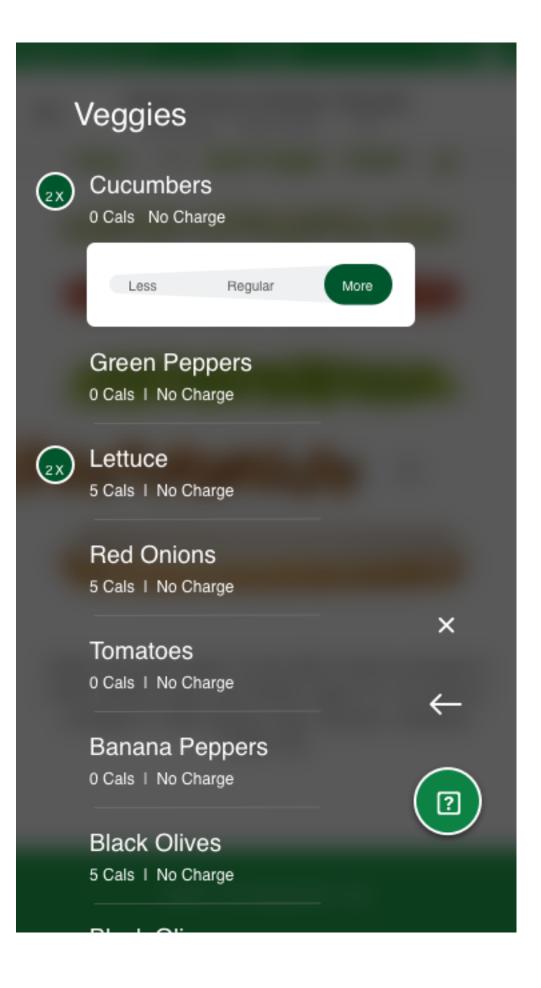
Different UI elements



LET'S ADD YOUR FAVORITE TOPPINGS



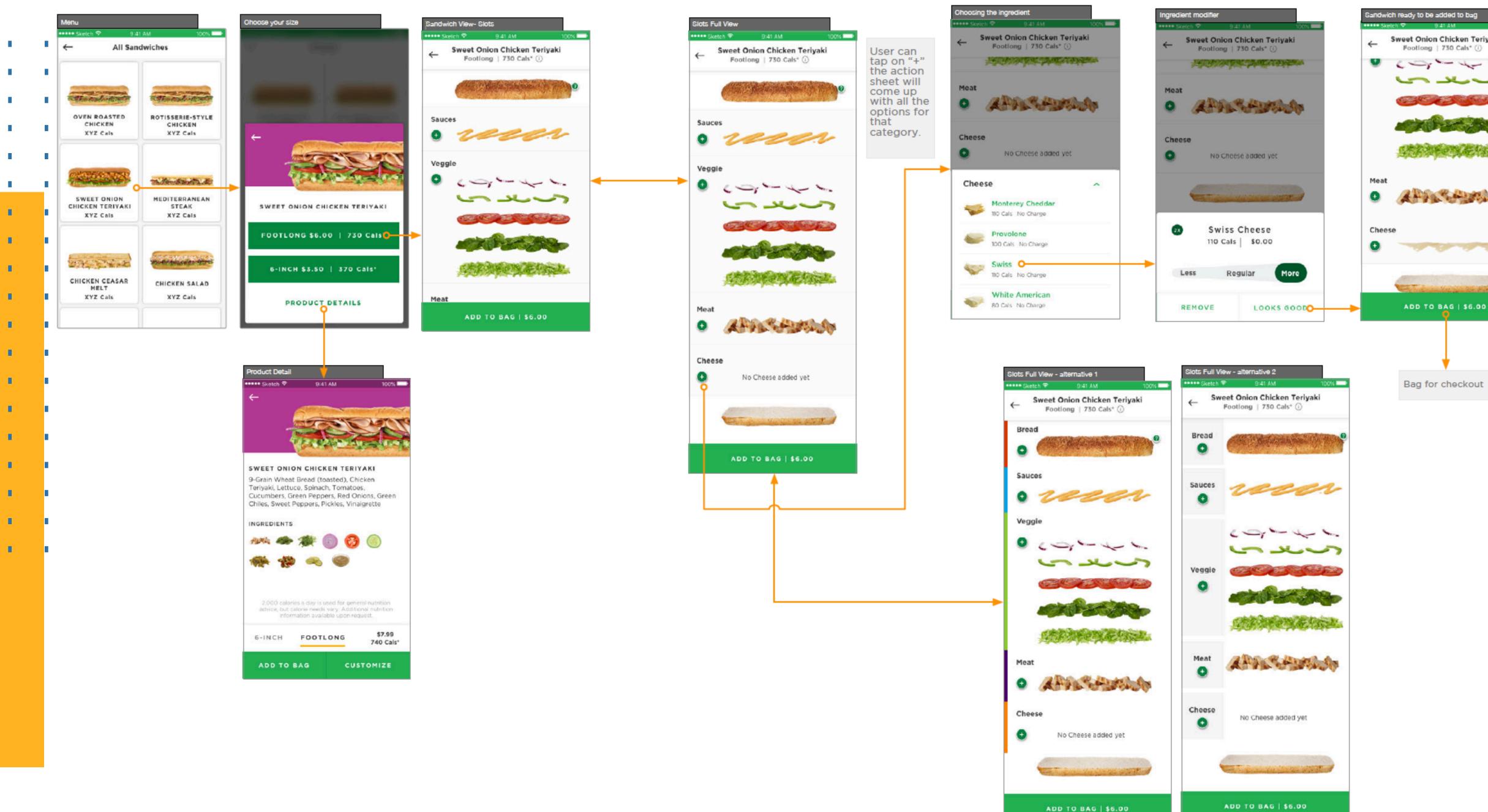




●●●●● Sketch 🗢	9:41 AM	1
Sweet	t Onion Chicken Teriyaki	
MEAT		
CHEESE		
VEGGIES		
	CUCUMBERS XX Cals	
	Less Regular	N
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2X	Less Regular	Ν
	BANANA PEPPERS XX Cals	

DONE







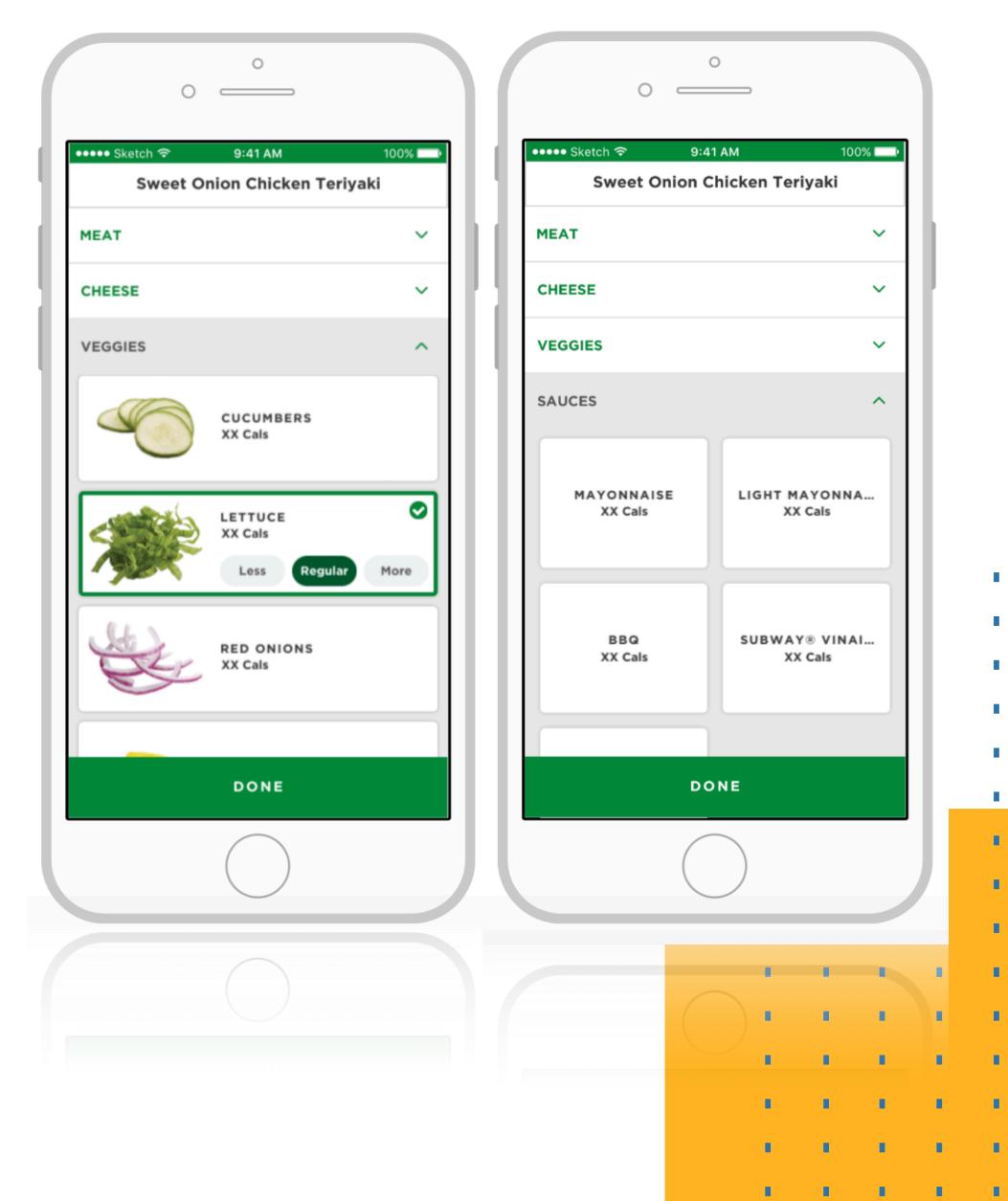
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User Testing



Test Epic / Goals

- To test which type of buttons the user prefers when I want: changing how much of that ingredient they are wanting. Next thing we need to test is if user prefers **Sauces & Seasonings to include images like the other** categories. If user prefers sliding or tapping.
- So that: We can discover the usability and intuitiveness specifically in these areas.
- Goals To understand if this version of the app is intuitive when it comes to these areas:
 - Changing how much of each ingredient the user wants for each item.
 - Does the user prefer images on Sauces?
 - Was the process of ordering easy compared to other apps you've placed order with before?



Question: How Do You Feel About Placing/Customizing an Order?



"Loved Subway's customization page. Very visual with photos. And I think the tutorial was a nice option."

"I feel less stressed using the app to customize my orders. I like being able to take my time and change my mind about my orders and not hold up the line in the store."

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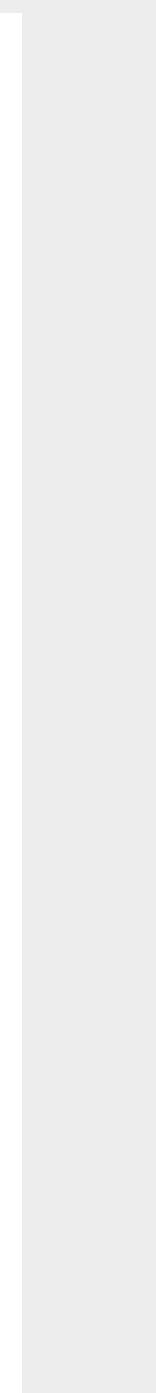


Extremely Like	64%
Like	26%
Neither Like nor Dislike	5%
Dislike	2%
Extremely Dislike	3%

"I like the fact that Subway had a default order item. This makes it easier to order on days when I can't make any decisions about ingredients."

> "I love the visual approach that Subway takes. It's easy to understand and made me a happy in a little kid way."

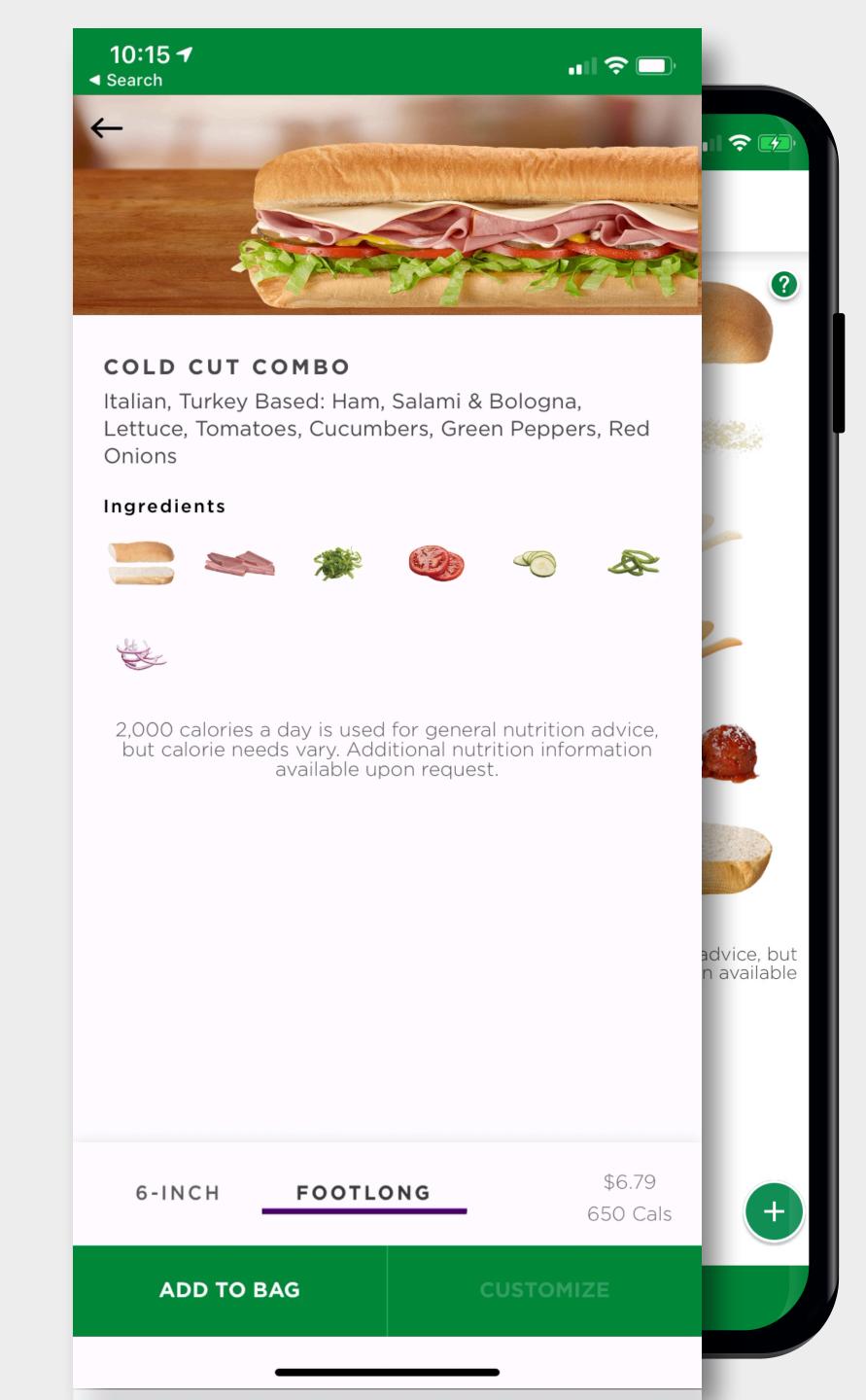




Final work



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User's Feedback

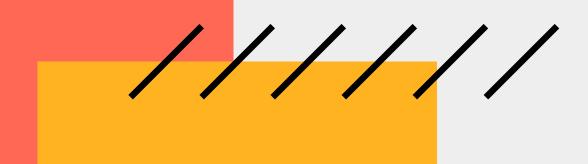
863 people were recorded using the Subway app on <u>usertesting.com</u> and then we asked them to share their thoughts with us. After watching around 60+ hours of users using Subway's new app. I created this reel to showcase some of their feedback.

To see all results go to: <u>Usertesting Results Deck</u> This is a video in my presentation.





Some more...UX



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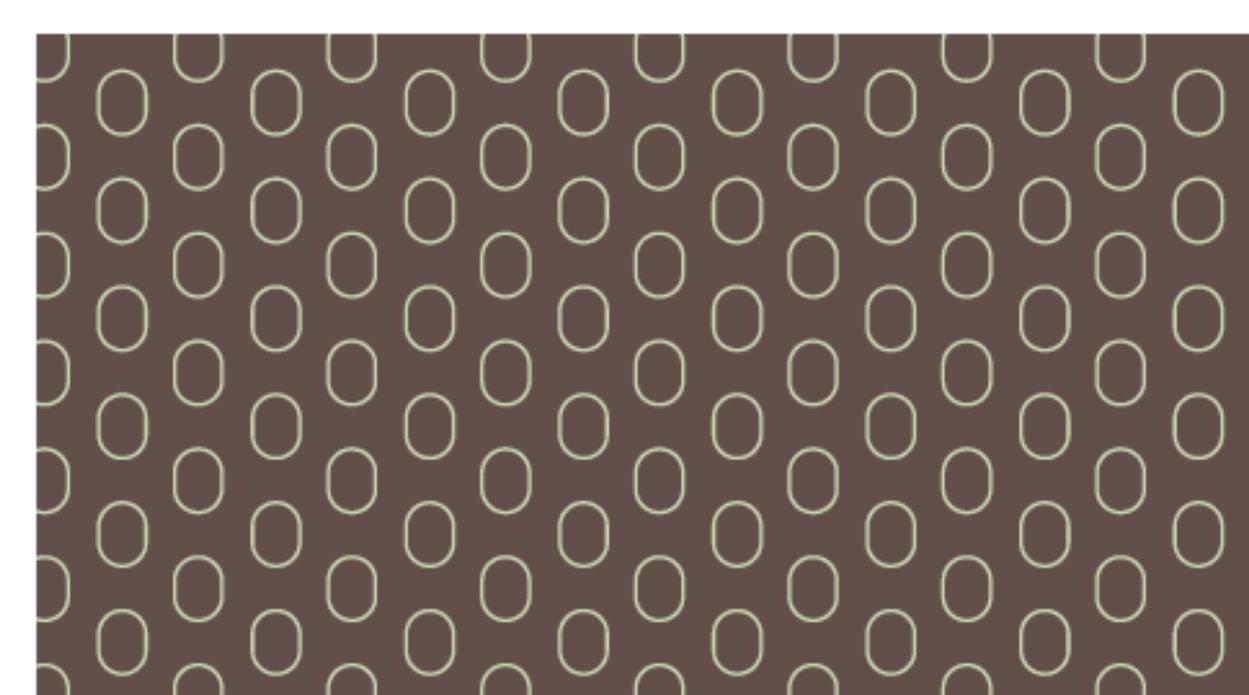




TEAM

Creative Director: Ariel Martin UX/UI Designers: Taly Martins (Lead) Nobilis Health Date: 2017





MCTA Website

Migraine Centers of America helped people who had frequent migraines. They offered medical procedures to reduce migraines.

Challenge

Users had a hard time navigating on the website and finding the information that they needed. Our challenge was that most users when navigating the website they were having a migraine crisis. So we needed to give them the information they were looking for in a way that would not make their migraine worse.







Chronic Migraine Treatment: A Long-Term Solution

Chronic migraine sufferers now have a life-changing alternative to prescription medications - the Omega™ migraine procedure. The innovative migraine treatment has improved the lives of hundreds of people who battle chronic migraine pain. In fact, the Omega procedure has been featured in more than 50 independent. peer-reviewed medical papers

The Omega procedure is covered by most major health insurance providers. This means that qualified patients will pay only their health care deductible amount for the procedure. Since the costs of a chronic migraine can be staggering, both financially and emotionally, the Omega procedure has been noted as one of the best nvestments our patients have made

As trusted providers of the Omega procedure and other effective migraine treatments, Migraine Treatment Centers of America's partner physicians are dedicated to helping migraine sufferers. Each physician is board certified and has extensive experience in interventional pain management.

Call us today at (855) 300-6822 if you have been diagnosed with Chronic Migraine and have not found relief from other treatment



TCA

Are You a Candidate? Diagnosed with Chronic Migraine? Visited the ER for migraine pain? Tried Botox shots and daily meds? Researching migraine surgery See how we can help

Surgical Facilities

As Seen In

Forbes MORNING te as Houston



Register for a Webinar Watch our on-demand webinar. Learn more about the exclusive Omega™ migraine procedure: a longterm chronic migraine treatment. Register today



Dr. Schuhmacher and MTCA patient, Lulu, talked about her experience with the Omega migraine procedure.





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In The Media Natch the segment!



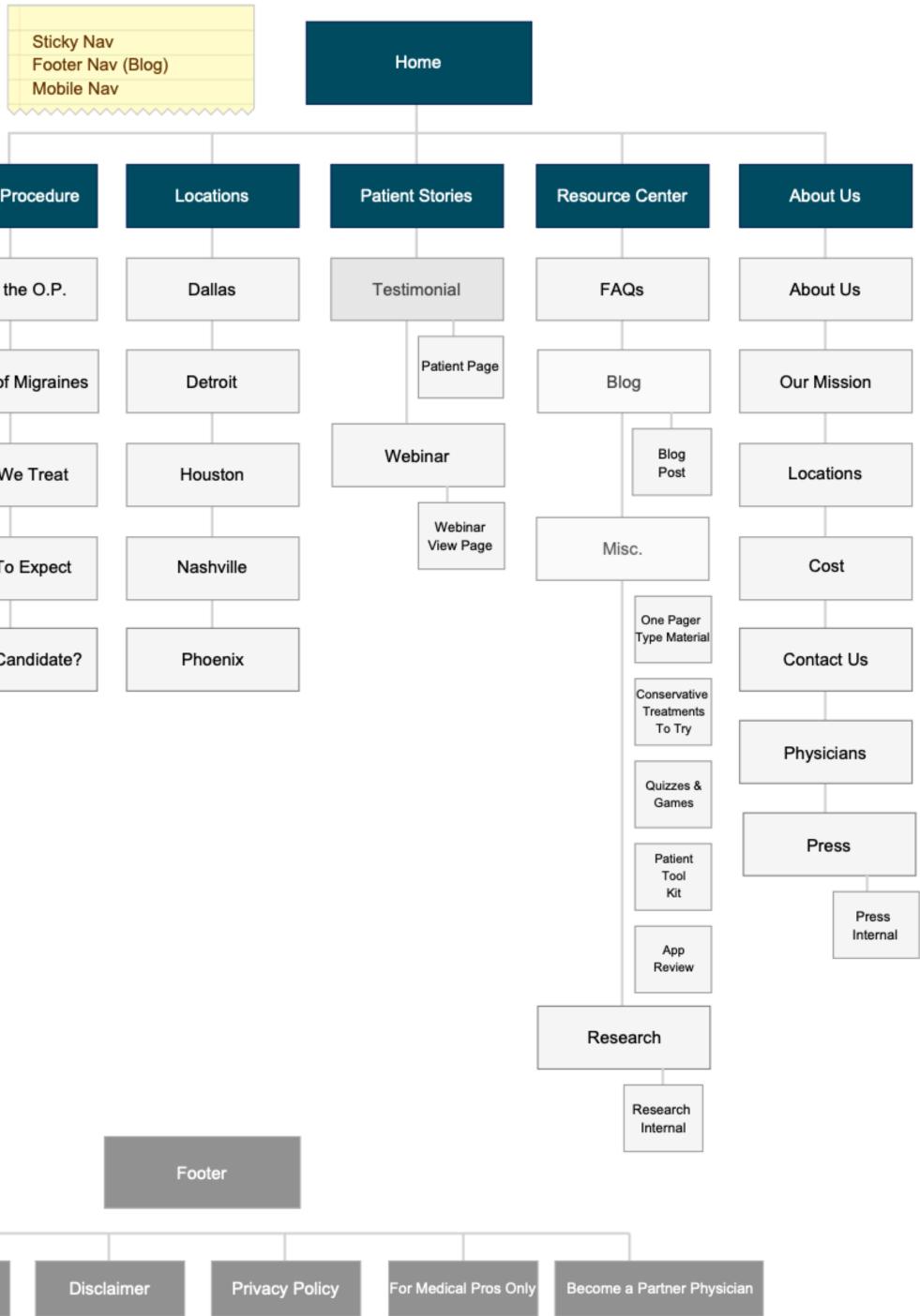
Have a Question? Ask Us.			
First Name*			
Last Name*			
Phone*			
Email*			
How Did You Hear About Us?* Please Select One ✓			
Question			
I accept the Privacy Policy and User Agreement.			
Email			
This field is for validation purposes			
and should be left unchanged.			
Submit			





		Sticky Nav Footer Nav
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- e		
		Omega Procedure
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- e		About the O.P.
- e		Causes of Migraines
1 B.		
1.1		
1.1		What We Treat
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1.1	Siteman	Am I a Candidate?

Ulteriap



User

- More than 60% women
- Migraine was disabling so it made it hard to use a device
- Needing information quickly

Approach

Our main approach was to reorganize the content on the website make it mobile friendly, but we also wanted to make sure if someone was having a migraine crisis at the time they would be able to navigate the website and find the answer they needed so we created the option to "Dim Brightness".

Screen Too Bright? Dim Here

OFF

Omega Procedure | Lo

Dallas · Detroit · Houston · Nashville · Phoenix

2 999.999.9999



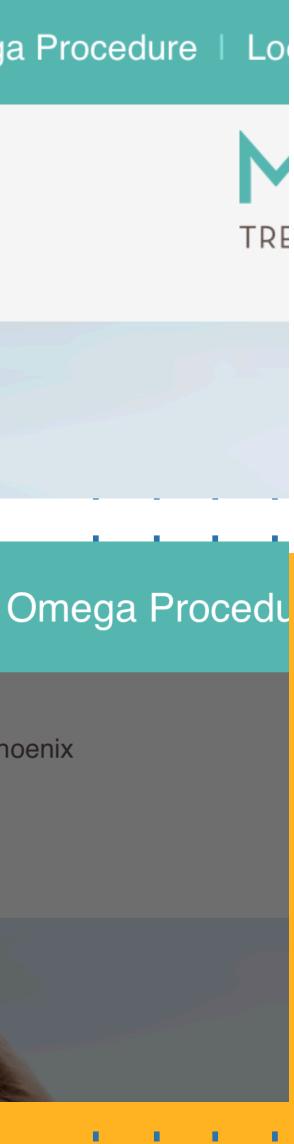
Screen Too Bright? Dim Here

Dallas • Detroit • Houston • Nashville • Phoenix

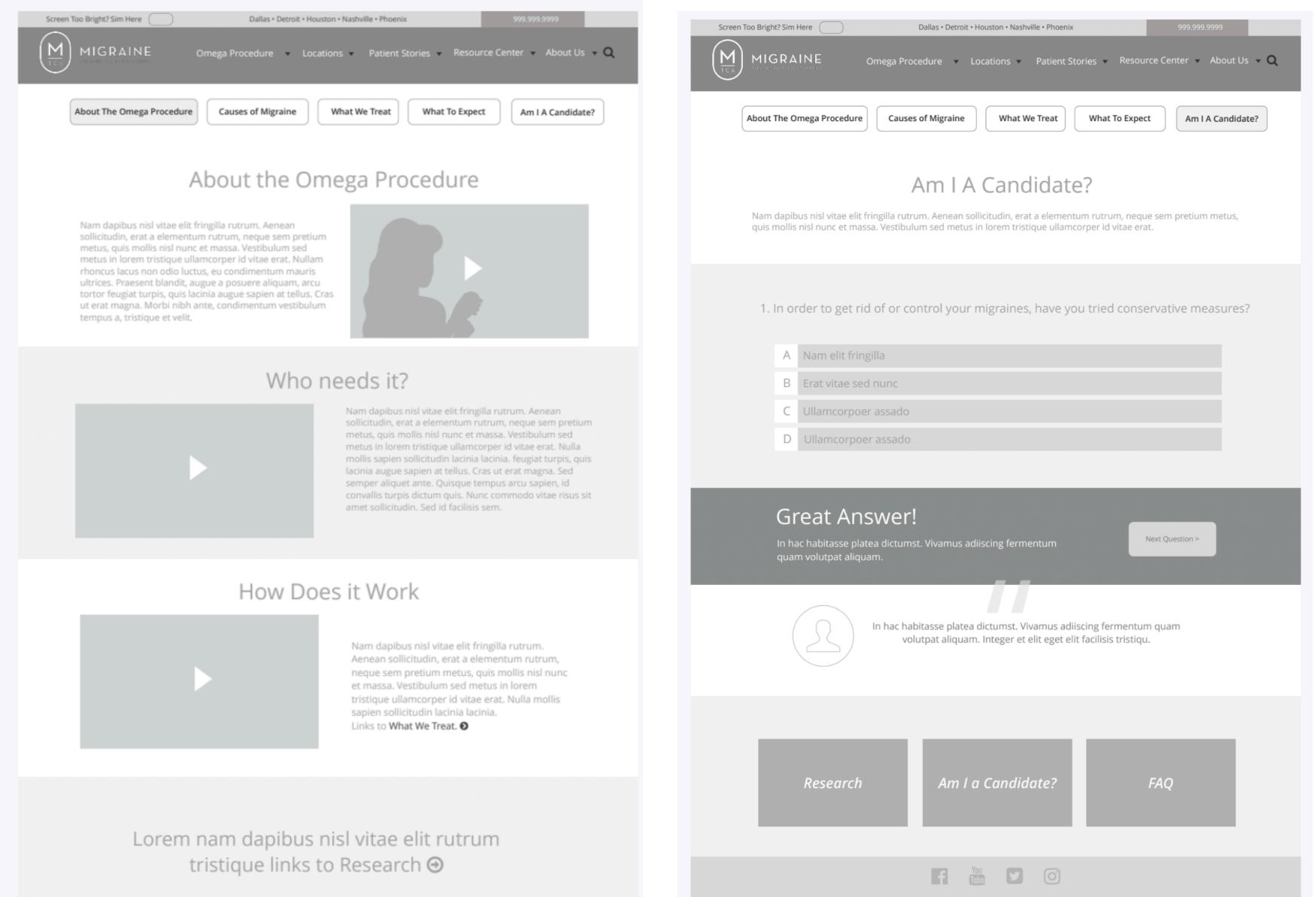
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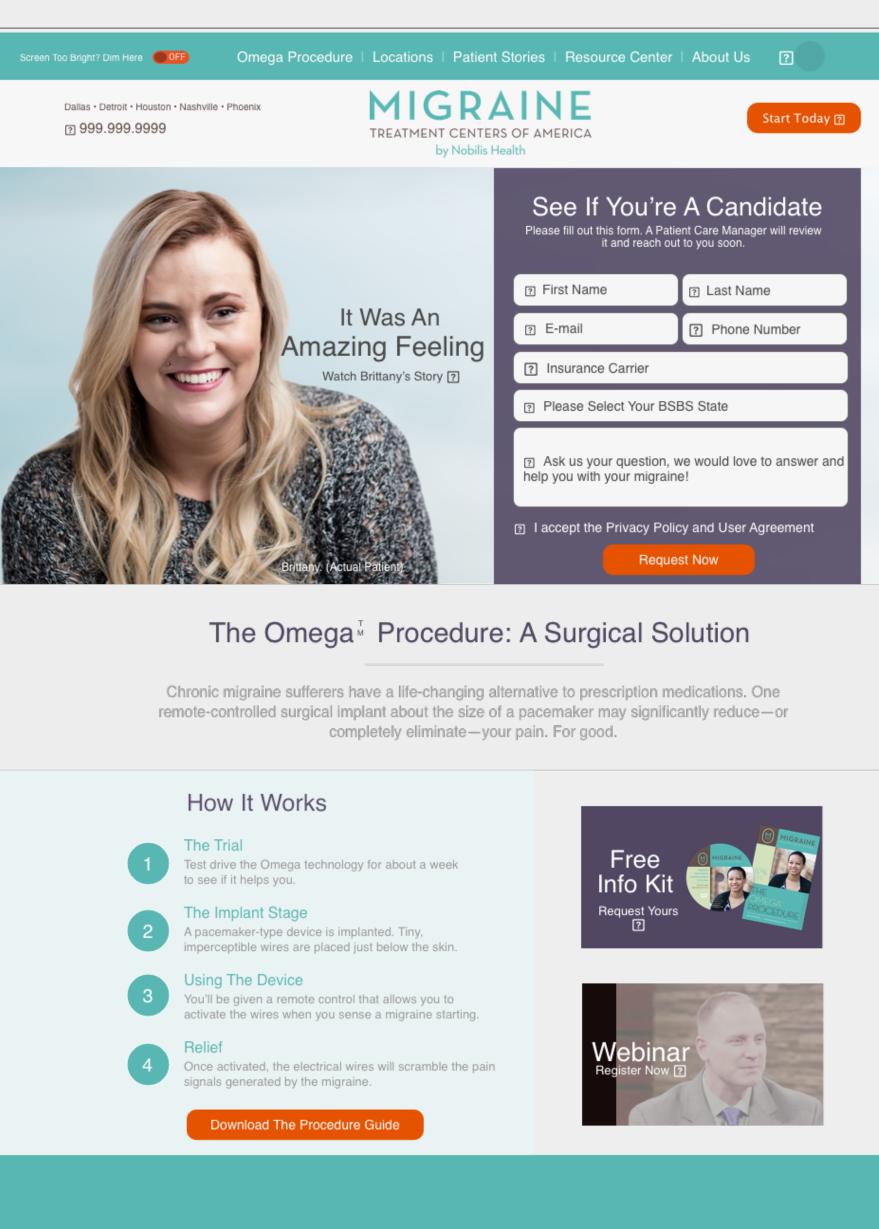




Some wireframes



Exclusive Provider of the Omega™ Procedure Dallas • Detroit • Houston • Nashville • Phoenix				
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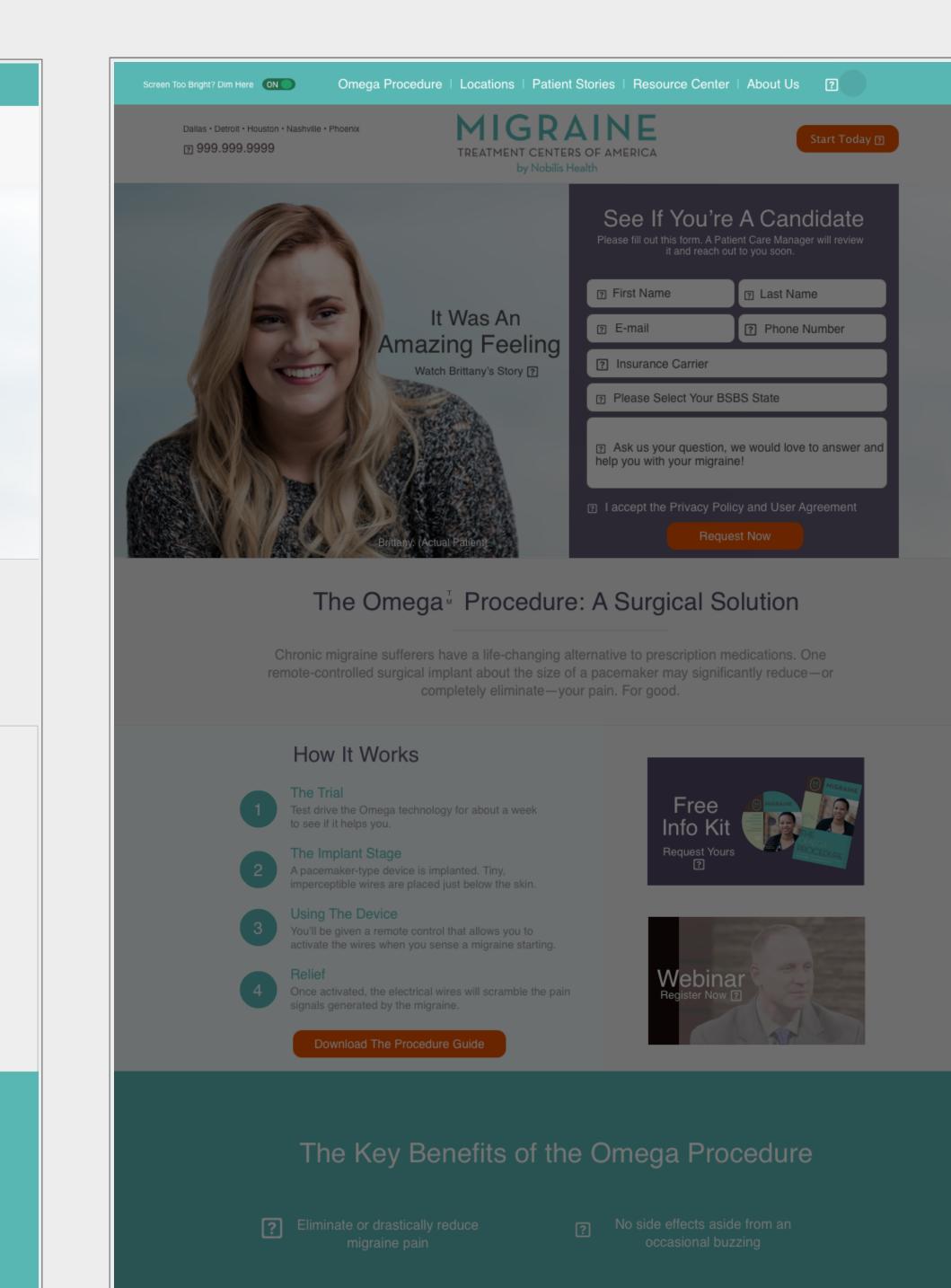


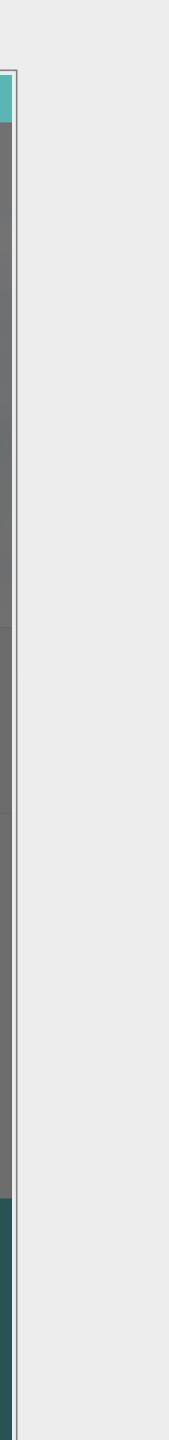
The Key Benefits of the Omega Procedure



Eliminate or drastically reduce migraine pain

[?] No side effects aside from an occasional buzzing

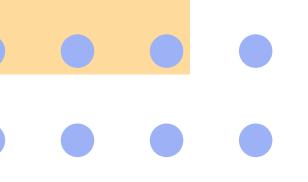




Now some....

tmelo.com

Let's check out some User Interface Design

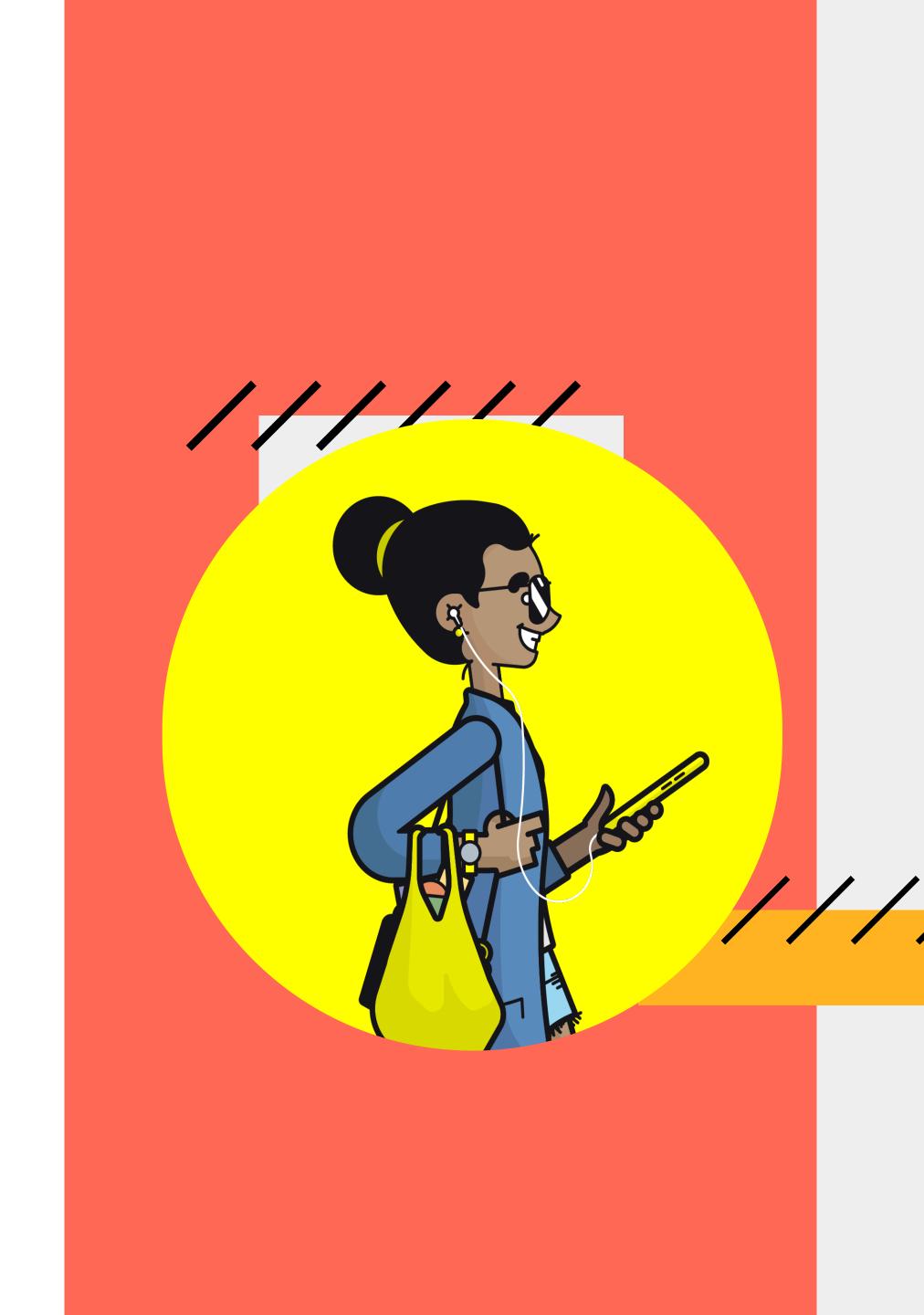


DOLLAR GENERAL

TEAM

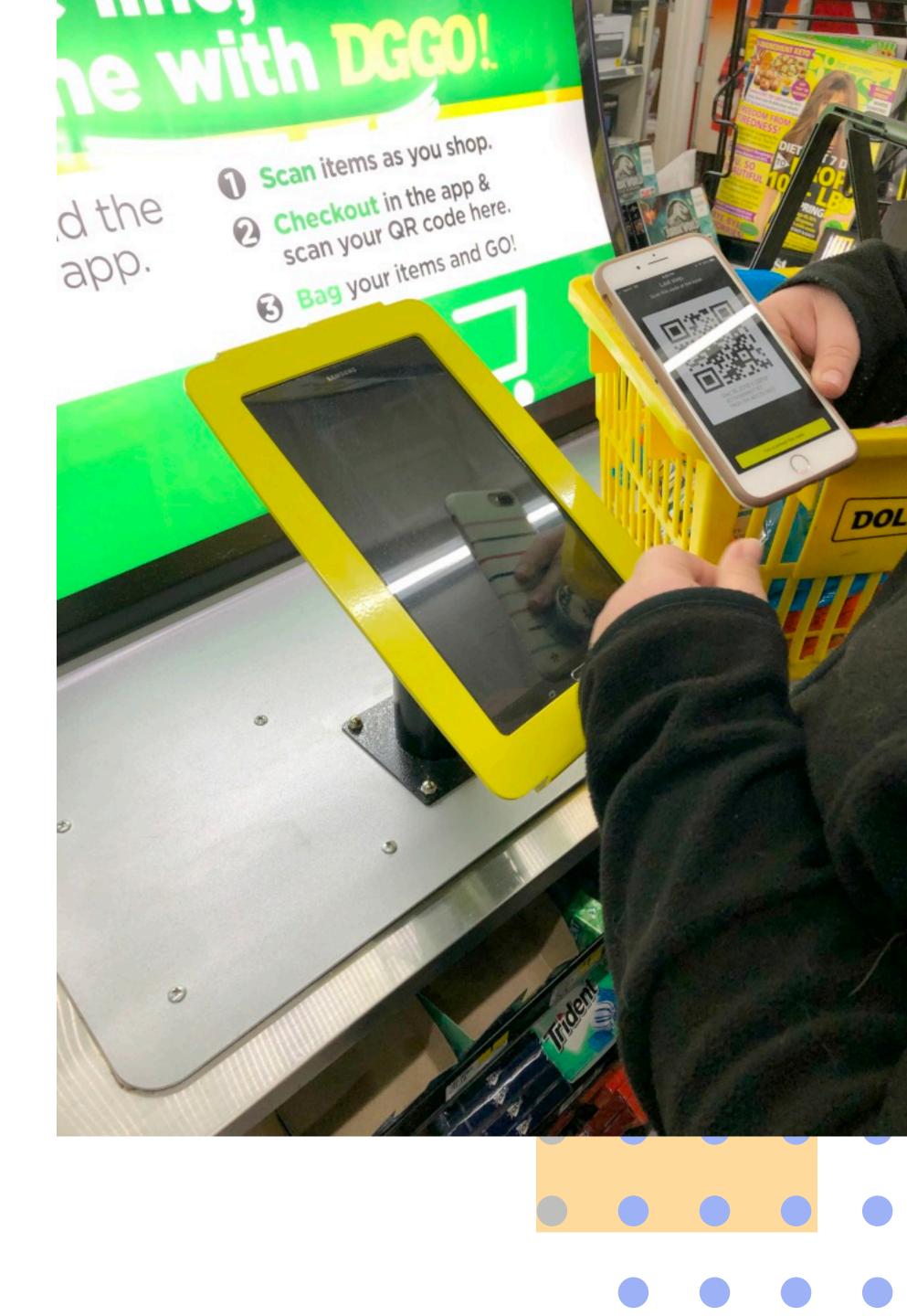
UX/UI Designers: Fran M., Taly M., Phil S., Nico B., Steve S. Main Task: Scan Station

Agilitee Date: 2019-2020



Dollar General's DGGO! Kiosk

Dollar General has introduced DGGO, a smaller convenience concept putting urban millennials, the typical grab and goers. Dollar General is also rolling out in-store technology which includes scan and go and payments app DG GO! The app includes a checkout feature which allows customer to track spending and has been popular as it proves useful to a customer that wishes to track their budgeting.



Challenge

- Come up with a possible way to prevent shoplifting
- Make the in-store experience quicker and adding delightful experience
- Most important for DG was to give their customers the ability to know how much they were about to spend since a lot of their users were on a budget
- Certain items have security tags that needed to be removed before walking out & Items that had age requirement needed an ID check
- Getting customer to grant permission and enable bluetooth so we can identify they are inside the store
- Show customers the value and delight of coupons and offers automatically by applying them whenever they scanned
- Space in the store is limited for a new checkout station and we'd need to make this special checkout area easy to see in the busy landscape of the store
- Make sure it was ADA compliant











User

- Many customers are often operating on a cash-only basis
- Many customers have very limited funds, e.g. I have \$12 to spend today
- Customers do a lot to track down coupons and special offers
- Customers are often disappointed when they get to the register and find that some coupons can't be used – which means they didn't get the price they wanted and may have to put some items back
- The slimmed down store staffing model allows Dollar General to offer lower prices, but it also creates longs queues at the register. This sap on time frustrates many customers and employees.



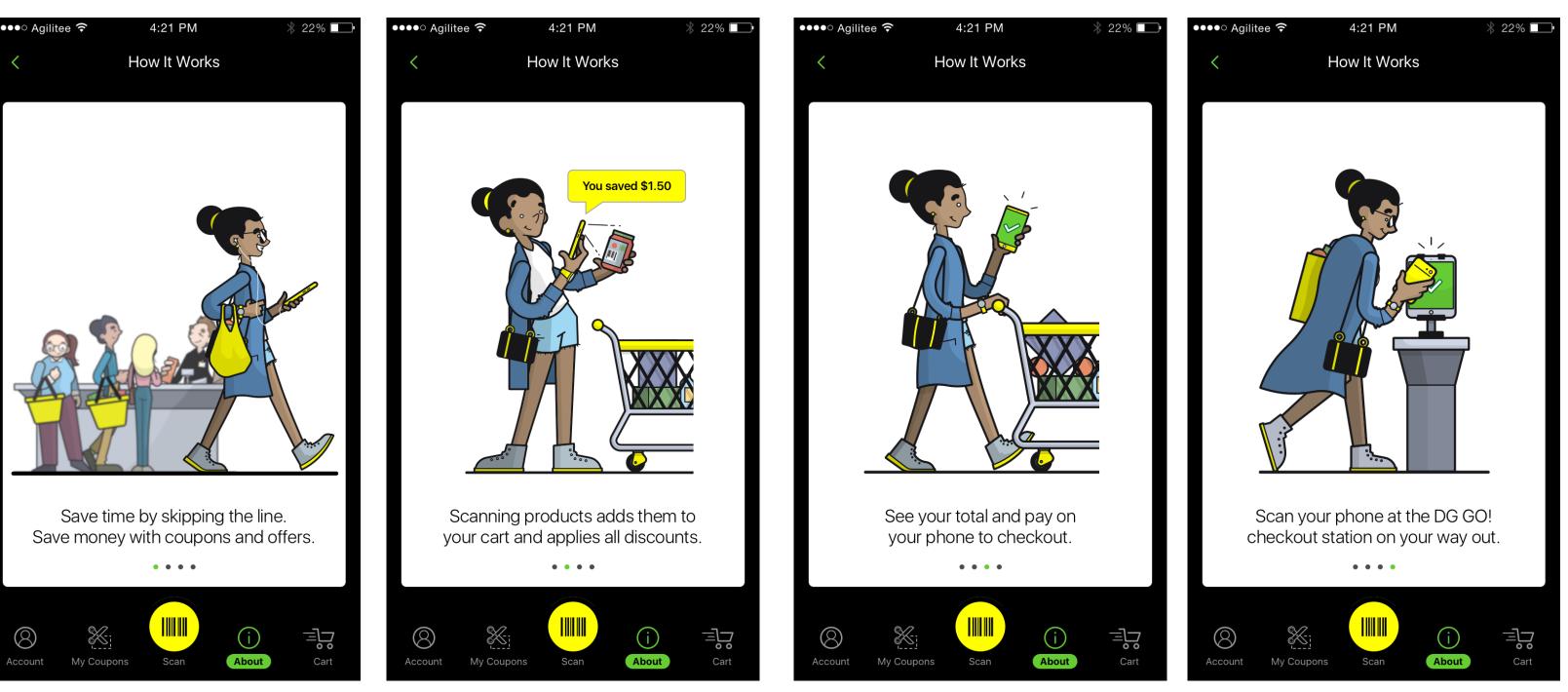


Solution



The DG GO! app is designed to help customers get accurate prices on items with pre-clipped digital coupons applied as they scan items in the store using the app. In addition to making the price more transparent, it enables customers to checkout using their smartphones and a checkout station so that they can save time by skipping the line.





Process

- Getting onboard with our client: the who, what, when, where and why
- Understand the customer context: the deeper we got into the project, the more we were exposed to everything Dollar General knows about its customers – and then we expanded into performing research directly with those customers.
- Auditing other solutions: we did a deep dive on the existing pilot solution, best in class apps and competitive apps.
- UX Artifacts: we customer journey map which visualizes the flow of the in-app and in-store experience, an AppMap to communicate user flows, prototypes for testing, and designs in sketch – ultimately these help us explain what we're thinking about the experience and how we think the app should look & behave.
- User Testing: we performed usability tests online and in-person with customers in **Dollar General stores to validate the assumptions we made and refine** interactions.
- Job Stories: we created a backlog filled with job stories that focus on customer context, motivations and desired outcomes to help direct our thinking.
- Jam Sessions: we had frequent conversations with developers to surface issues, refine our understanding of technical capabilities and share UX/design intent
- Development: We cranked out awesome UI work and collaborated directly with **Dollar General's development team to help them deliver the app with the UX/UI** intent that was established.



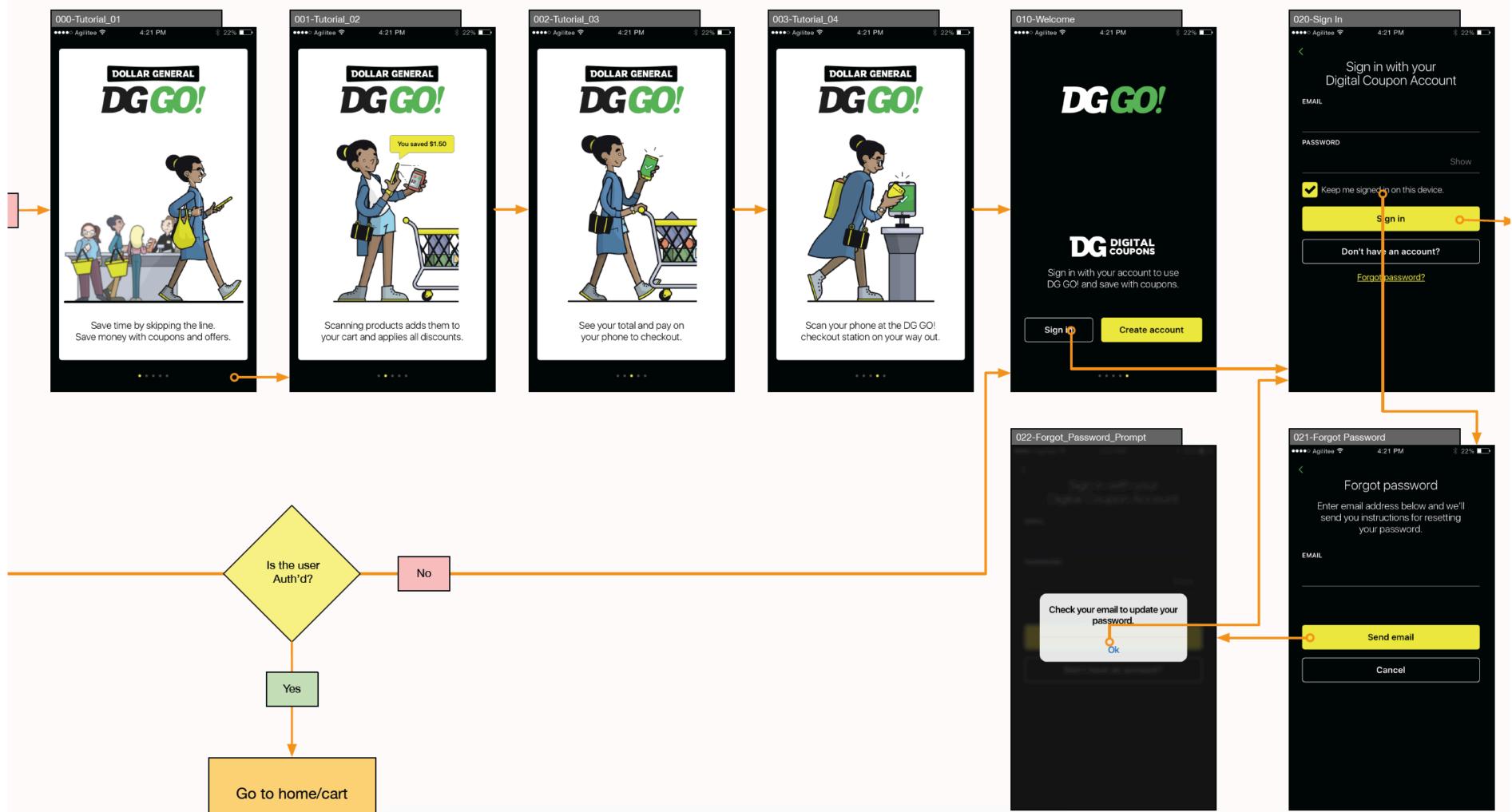


Explorations

FTUE Create Account - v.44



Explorations







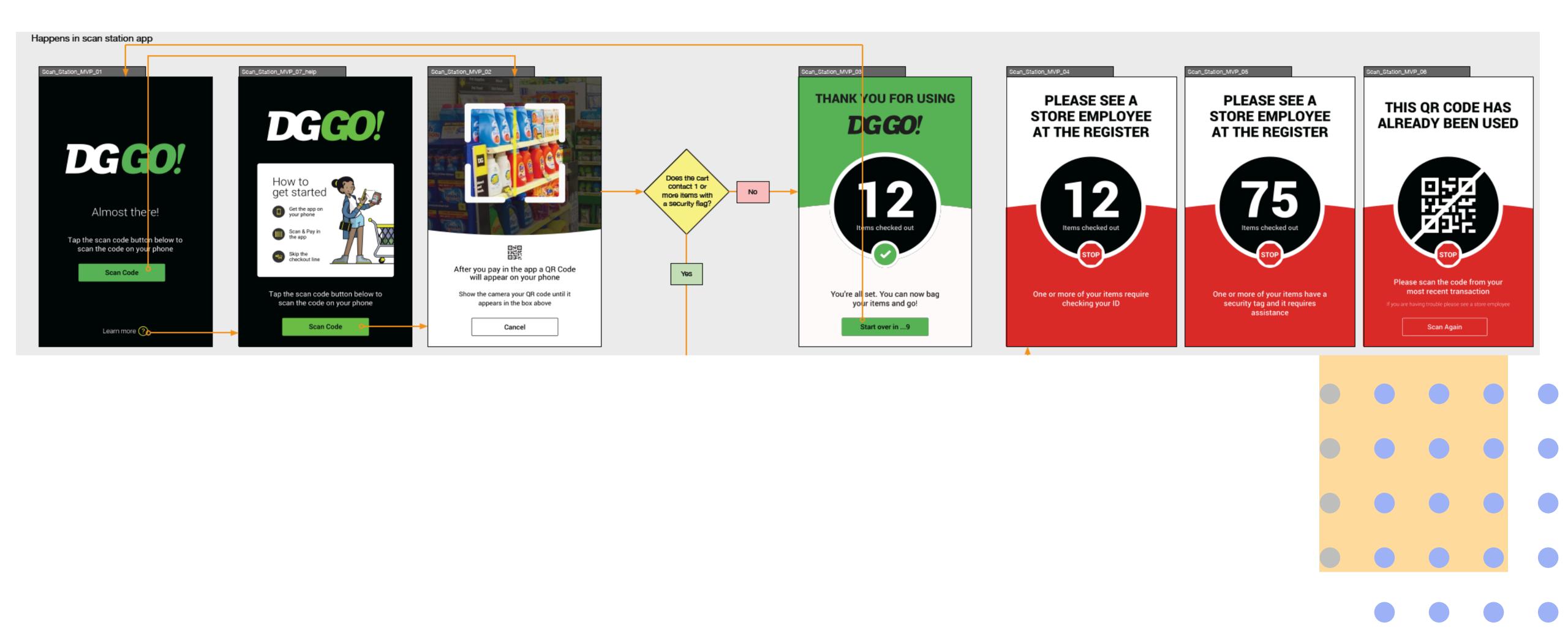




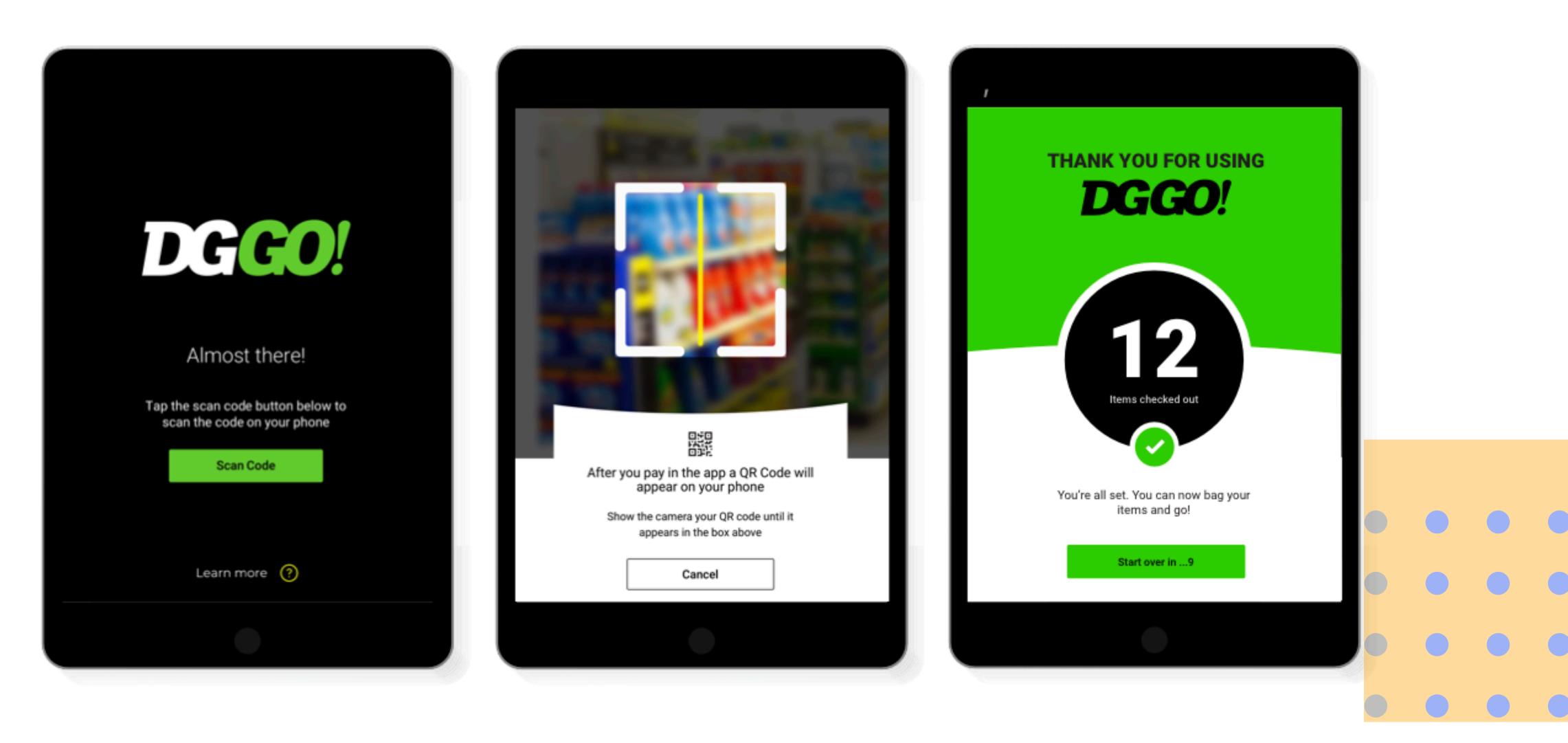




Scan Station



Final Work - Scan Station / Kiosk







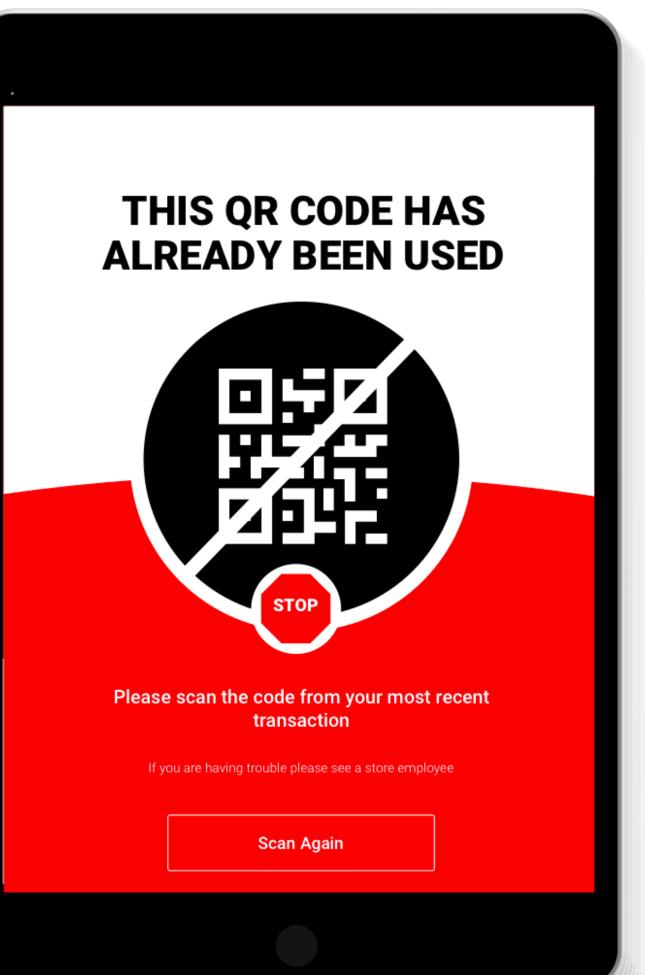


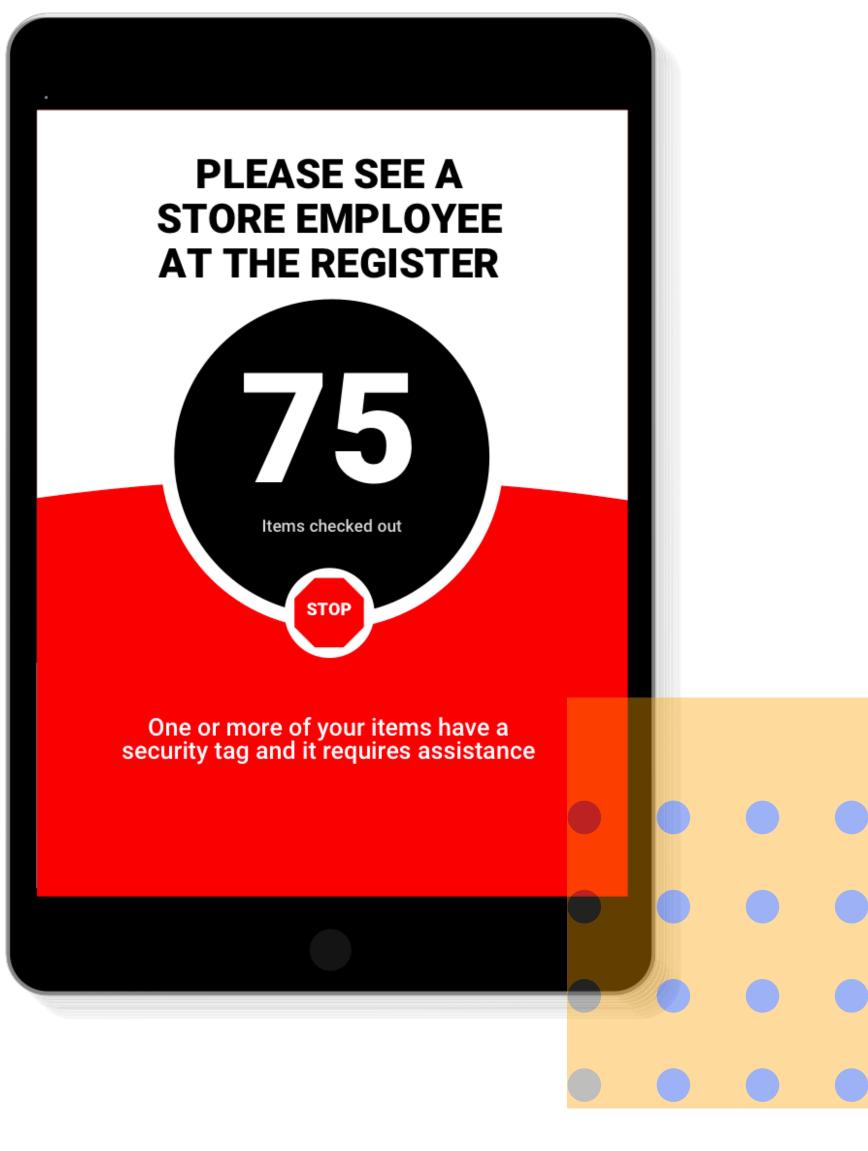




Final Work - Scan Station / Kiosk

Error Screens







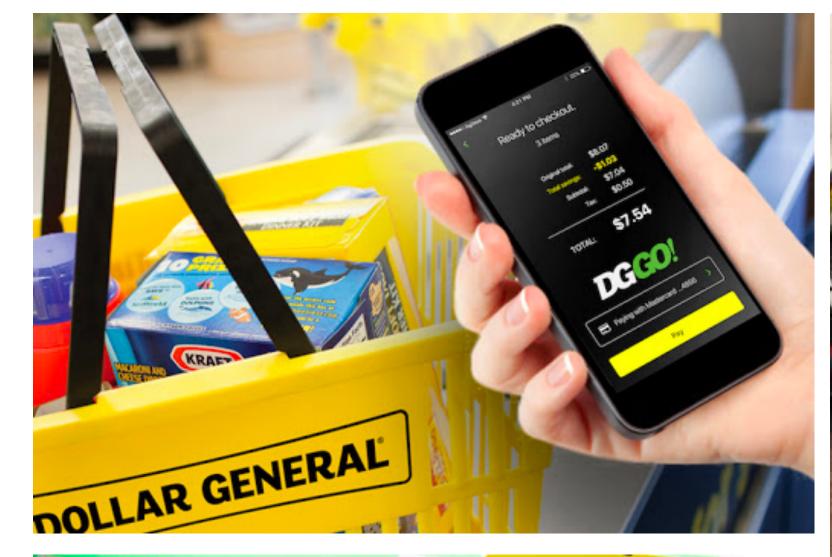


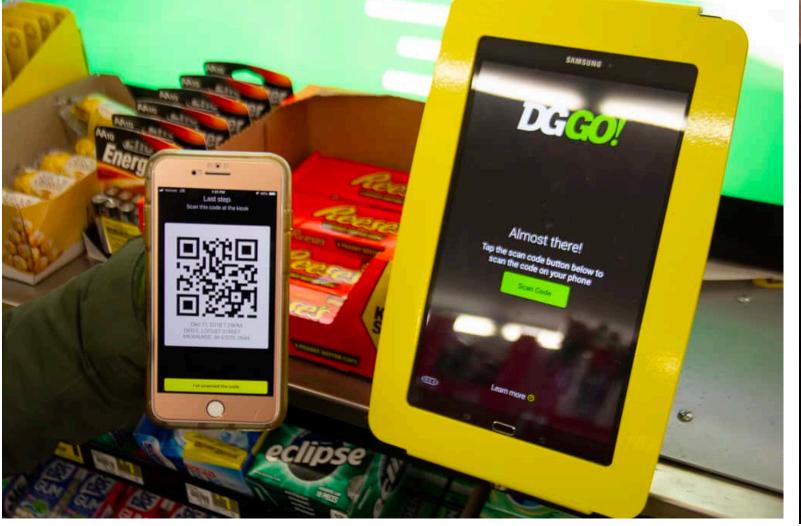


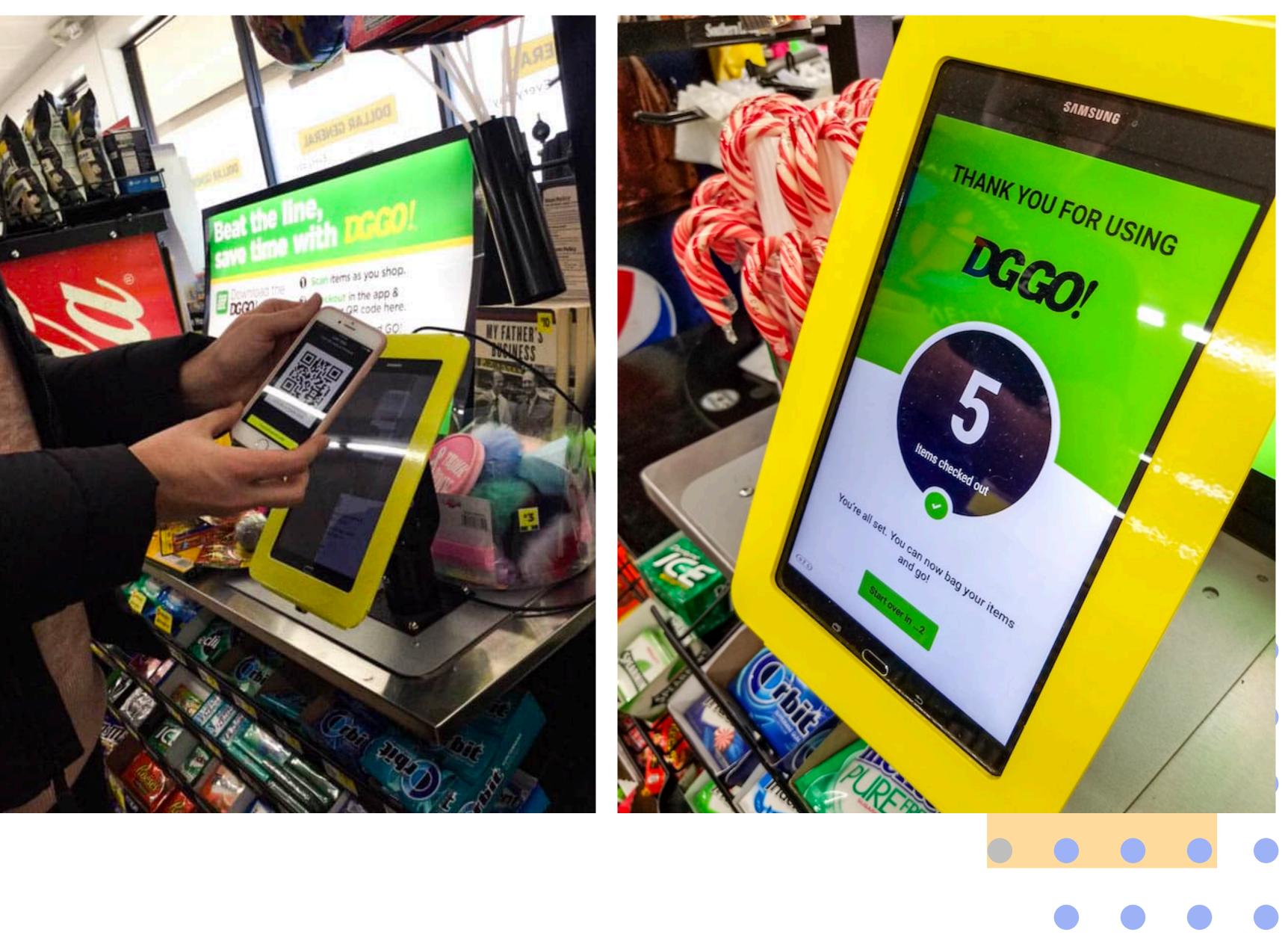


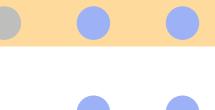


The Scan Station in use





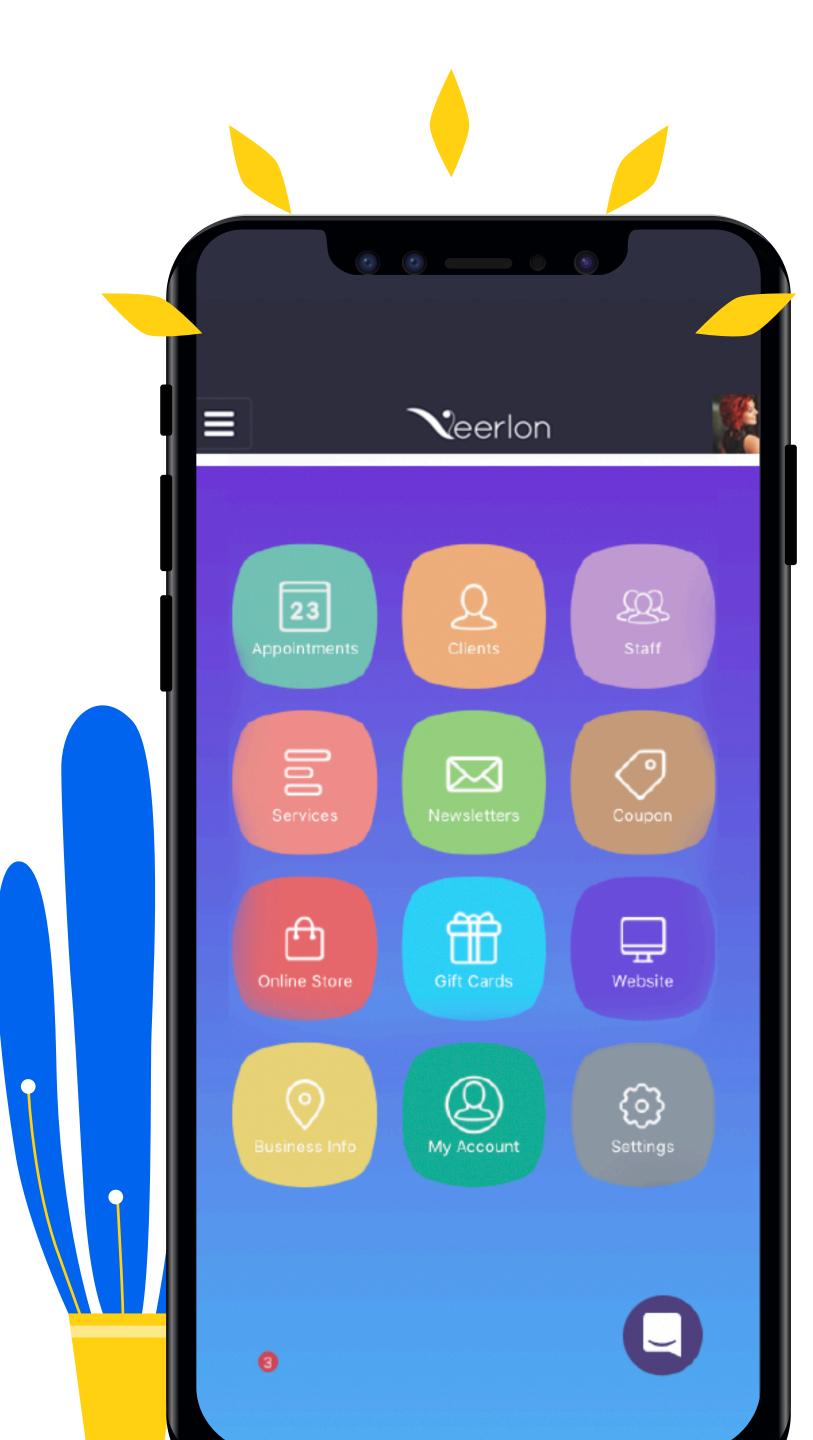




What if things don't go as planned?

As many things in life, designing a project does't always go well. I had a few experiences in my design career that I had to deal with. This all started 7 years ago.VeerIon, this is the SaaS company for beauty professionals. I am one of the co-founders. Before starting VeerIon we didn't do much research, we just THOUGHT we knew everything that could work for the industry but we didn't spend much time really trying to understand all their needs. After a whole year of designing/ developing the Online App we did a panel with hair stylist and a lot of the features we included were not something that they really needed.

Thankfully at the end everything worked out well and we were able to pivot what did work and after gathering REAL user data and make the adjustments needed.



But I learned a few important things:

- Always clarify your goals. It should be absolutely clear to you what problem you solve and what are expectations of your clients regarding the system you are building.
- You are not your user. Never assume how people will use your product without doing a proper research/requirement clarification.
- Feature != value. More features don't automatically translate into the more value. The best products are the ones that give users what they need.
- Iterate, iterate, iterate. Don't try to build a complete product right from the first attempt. Always iterate and test after each iteration.



Taly is a workhorse of the highest pedigree! In our shared time together on projects for Subway she was not only amazingly efficient at churning out work for our production needs, but equally impressive when dealing with intricate concepts and transforming them into practical user flows and UI designs. I would recommend Taly for any UI/UX work that comes her way – she's got a great eye for design, organization, and most importantly she has a great sense of the user's needs and behaviors in the digital space.



Pete Mrsich UI Designer @ Subway Digital

Taly is wonderful to work with and is fantastic at UI design and UX production projects. Taly has grown so much since when she started with us and has a never ending supply of willingness to learn, a care for successful outcomes and is continuously happy and kind throughout the process. Not only does our team love Taly but our clients do as well. `



- Steve Street, CEO & Experience Design Director @ Agilitee

Taly would be a great asset to your design team, period. Throughout our time working together at Agilitee, she has honed her skills to think through problems from a customer or user-perspective and address solutions using lean UX practices. She also has a great eye for detail and solid project management chops. On the soft skills side, her positive attitude, willingness to learn, and adaptability make her an exceptional teammate.

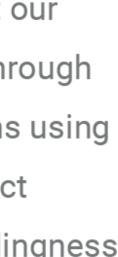


Cat Ganim Digital Strategy Lead @ Agilitee

Taly has been an amazing addition to our team, able to hit the ground running with a great understanding of complex systems and solid practical skills creating user flows and wireframes. Proactive and detail-oriented, she comes to every meeting with a clear list of questions and objectives, often noting important edge cases that the team may not have considered. With very little runway, Taly is always able to take a feature from concept to final UX design independently while also quickly and cheerfully incorporating any feedback. Finally, she is friendly and great fun to work with!

Taly has been a fantastic collaborator, and I would absolutely be delighted to work with her again! Missy Roode

User Experience Manager @ Amwell



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8 B.

"Design creates stories, and stories create memorable experiences, and great experiences have this innate ability to change the way in which we view our world."









Questions

would love to answer! Feel free to email me at taly@tmelo.com

