



MADISON LYNN STEVENS

Design leader and strategist with a passion for innovation and creating positive experiences

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RECENT WORK EXPERIENCE

Senior UX Researcher Amazon

August 2022 to Present

I lead quantitative and qualitative research for our Environment, Health, and Safety team within Amazon Operations, both domestic and international. I am a mentor to our junior researchers and designers, and partner with our product and engineering teams on long-term, strategic planning.

Human-Centered Design Manager Cummins Inc.

August 2017 to June 2022

I led our practice of Human-Centered Design (HCD) for the Global Engine Business. I developed design strategies, conducted design research with our 11 on and off highway markets, and trained others in the Design Thinking methodology. I coached over 60 members of our team, collected thousands of voices, and partnered with diverse stakeholders to cultivate meaningful insights. I facilitated cross-functional, cross-BU teams to translate those insights into innovative solutions, powering a more prosperous world.

Design Research Fellow, Design and Construction IU Health

May 2016 to August 2016

While completing my master's degree I worked as a Design Research Fellow. We sought to understand how the healthcare environment impacts the care of patients. We want to create viable, feasible, and desirable solutions to promote well being and enhance the patient experience. During the fellowship I focused on the balance between providing security and hospitality, and how the environment might achieve both.

Graphic Designer CBRE Inc.

October 2012 to May 2015

Being a graphic designer for a Fortune 500 real estate firm, I supported a staff of over 100 real estate professionals and worked with teams across the country. I managed marketing schedules and contributed to the design strategy for multi-million dollar pitches, resulting in successful new business for my clients.

SKILL SET & PROFICIENCIES

- Design Thinking and Leadership
- Collaborative Problem Solving, Design Strategy
- Qualitative, Human-Centered Design Research
- Creative Facilitation, In-Person and Remote
- Project Management
- Marketing & Visual Communications
- Adobe Creative Suite
- Microsoft Office Suite
- Collaboration Tools: MURAL, Miro, Figjam
- Research Tools: Qualtrics, Pendo, Great Question

ACTIVITIES

- Centric Board Member, 2021
- AIGA Indianapolis Board Member, Programming Chair, 2021
- Remote Workshop Presenter, Indy Design Week, 2020-2021
- Presenter, IUPUI Mentoring Academy Symposium, 2016
- Invited Panelist, AIGA Herron, 2015
- TeenWorks Mentor and Summer Supervisor, 2015

CERTIFICATES, AWARDS & RECOGNITIONS

- Amazon "Working Backwards" Instructor
- LUMA Institute Certified HCD Instructor
- CBRE Marketing
"Best in Class," 2013, 2014
- CBRE National RISE Award
"Best Practices in Web Development," 2013

EDUCATION

Master of Fine Arts in
Design Thinking and Leadership
Indiana University, Bloomington, IN
Graduated with High Distinction, May 2017

Bachelor of Fine Arts in
Visual Communications
with a Minor in Marketing
Ball State University, Muncie, IN
Graduated Cum Laude, May 2012