Contessa Menbreno

Voice User Interface Designer

Profile

As a Voice User Interface Designer with over 1 year of experience, I have been able to successfully design, develop and implement innovative user interfaces for a variety of applications and services. My extensive knowledge of conversational design and language processing has enabled me to create intuitive and user-friendly voice-driven experiences that provide a superior user experience. I have worked with stakeholders to create successful voice-driven experiences that are tailored to meet the needs of the user. My extensive knowledge of the latest technologies, tools and best practices have enabled me to create effective and efficient voice-driven user interfaces. My experience has enabled me to work with a wide range of stakeholders to ensure the successful deployment of the desired outcomes.

Employment History

Lead Voice User Interface Designer at Amazon Alexa, ID

Dec 2022 - Present

- Developed a new voice user interface for Amazon Alexa, ID that increased user engagement by 30% - Implemented a voice-driven design process to ensure the user experience was optimized for voice interaction, and utilized best practices for conversational design and natural language processing.
- Led a team of 10 UX designers that designed and released 8 new Alexa Skills within 3 months - Managed the entire design process from requirements gathering to testing to launch. Utilized agile methodology to quickly iterate on designs, and consistently met project deadlines.
- Collaborated with developers to troubleshoot and resolve technical issues with existing Alexa Skills - Worked with developers to identify root causes of technical problems, and provided solutions to improve the user experience. Successfully resolved over 50 technical issues in 6 months.

Senior Voice User Interface Designer at Google Assistant, ID

Jul 2022 - Oct 2022

- Developed a Voice User Interface (VUI) for Google Assistant ID that led to a 20% increase in customer satisfaction ratings.
- Spearheaded the design of a conversational AI-powered VUI for Google Assistant ID that reduced user task time by 25%.
- Collaborated with engineering and product teams to create a VUI for Google Assistant ID that increased user engagement by 15%.

Education

Bachelor of Science in Voice User Interface Design at Boise State University, Boise, ID

Aug 2018 - May 2022

Relevant Coursework: Voice User Interface Design, Human Computer Interaction, Natural Language Processing, Machine Learning, Audio Signal Processing.

Details

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(525) 879-9091

Boise, ID

Links

linkedin.com/in/contessamenbreno

Skills

- Interaction Design
- Usability Testing
- Voice User Interface (VUI) Design
- Natural Language Processing (NLP)
- Speech Recognition Technology
- User Experience Design
- Prototyping

Languages

- English
- Russian

Hobbies

Photography

Painting

Gardening