

LISA SANTANIELLO

Designing digital tools for analog life

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EXPERIENCE

Teaching Assistant *01/2024 - 05/2024*
California College of the Arts

- Assist with twice weekly UX/UI lectures.
- Facilitate critiques focusing on improving usability, accessibility, and aesthetic appeal of designs.
- Help develop culture of productive critique and iteration.

Web Designer and Consultant *07/2023 - present*
Freelance

- Collaborate on the design, build, and launch of custom responsive websites for small businesses and entrepreneurs.

Senior Director of Operations *07/2015 - 06/2022*
DuFour Conapinski Ha LLP

- Developed and implemented information architecture for offices in multiple states.
- Led hiring search, developed interview process, and created applicant ranking system resulting in only 3 attorney departures in 7 years.
- Conceptualized and created training manuals for all levels of staff, from partners to junior attorneys.
- Drafted, reviewed and issued over 8,000 invoices to clients with no returns due to errors.
- Streamlined the invoicing process, shortening the invoice cycle by 50% and accelerating revenue realization.

VOLUNTEER

Assistant Editor *05/2011 - present*
Narrative Magazine

- Assist in selecting stories for publication and provide written analysis and feedback.

Crisis Counselor *05/2016 - 12/2016*
Crisis Text Line

- Provided immediate text-based support to teens and adults in crisis.
- Completed over 200 hours of training in crisis intervention, developing skills in empathy, confidentiality, and resource research and referral.

EDUCATION

California College of the Arts

08/2022 - 05/2025 (expected graduation)
MFA in Design, Interaction Design focus
GPA: 4.08

University of California, Berkeley

08/2006 - 05/2010
Bachelor of Arts in English Literature
Minor in Creative Writing
GPA: 3.8

ACHIEVEMENTS

Department Merit Scholarship
California College of the Arts

H.W. Hill Research Scholarship
UC Berkeley

Recognition for outstanding scholarly research and writing

Julia Shrou Short Story Prize
UC Berkeley

First Place winner for "Telling Stories"

Phi Beta Kappa

Lifetime member of academic society
granted for excellence in the humanities

SKILLS

Narrative and storytelling
Concept development
UX writing
Research
Copywriting, proofreading and editing
Physical and digital prototyping
HTML, CSS, and Javascript
Figma
Adobe Creative Cloud
Public speaking and presentation
Film and digital photography