

Noah Ratzan

Contact

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+1 (860)-751-9226

Expertise

End-to-end interaction & service design

Conversation Design (specializing in voice)

Excellent written, oral, & visual communication

Requirements discovery facilitation & documentation.

Experience, journey, & service mapping

Sketching, storyboarding, & visual communication

Wireframing & graphical interface design

Usability testing & rapid prototyping

Languages

Fluent

Spanish, Brazilian Portuguese

Intermediate

French, Italian

Novice

Chinese, Japanese

Tools

Nuance Mix

Microsoft Office 365 Suite

Adobe Creativity Suite

Miro, Mural, Figma

Conversational AI Product Designer

Expertise in end-to-end, user-centered, multimodal interaction & service design, with specialization in conversational AI and voice user-interface technologies.

My goal is to provide all users with inclusive, seamless experiences that reflect a deep understanding and respect for who they are, what they want, and how they prefer to use technology.

Experience

Nuance

Remote, NYC metro (July 2018- Present)

Senior Conversation Designer (2021-Present)

Conversation Designer (2018-21)

- Lead designer for Interactive Voice Response (IVR) and multi/omni-channel customer-service systems for Fortune 100 and other client accounts.
- Collaborated with Sales on several projects to innovate solutions and vision clips, influencing highly positive feedback and outcomes.
- In Nuance Global R&D Omni-channel hackathon, led team to win 1st place out of 20 teams and over 100 participants with multi-modal Telehealth VA.
- Developed a strategy-shifting report (2020) on a major competitor's omni-channel IVR/chat customer-service systems specification software.

Connecticut Pre-Engineering Program (CPEP)

Middletown, CT - (2011-17)

Director (2015-17)

Program Manager (2011-15)

Teacher (2010-11)

- Designed and led growth of a summer math program over 5 years, winning the NSLA Excellence Award ahead of 90 competing K-12 programs nationwide.
- Wrote & implemented a training program and implementation handbook used by 60 diverse staff yearly, achieving effective implementation while retaining +80% of staff members each year.
- Wrote grants and reports for over \$500,000 of organizational funding.

Education

Austin Center for Design - Austin, TX, USA - August 2017- May 2018

Interaction Design & Social Entrepreneurship

McGill University - Montreal, Quebec, Canada - 2001-2005

BA Art History - Magna Cum Laude

Chester McNaughton Award for Creative Writing