

QUINN EDGECOMBE

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Creative and strategic service designer with a strong foundation in human-centered design, systems thinking, and cross-functional collaboration. Proven ability to lead research, co-create with stakeholders, and deliver impactful service experiences across industries.

EXPERIENCE

April 2022 - Present

Senior UX/UI Consultant | *Sogeti part of Capgemini*

- Lead end-to-end software implementations for major retail real estate clients
- Act as SME in client software: advanced configuration, custom workflows, integrations, data migration, JavaScript, and reporting
- Redesigned onboarding/training program, reducing ramp-up time from 9 to 3 months
- Mentored 6 new hires through structured training, shadowing, and project onboarding
- Collaborate with PMs to streamline client meetings and improve Go Live readiness
- Conducted candidate interviews and post-interview evaluations for training program
- Recognized for leadership and communication in remote and onsite client engagements
- Led community service initiatives (Earth Day, CARES Day), enhancing company culture
- Actively developing skills in service design, prioritization, and research

June 2019 – April 2022

Detailer & Programmer | *Brochsteins, Inc.*

- Specialized in bridging technology, workflow optimization, and creative execution in interior architectural manufacturing
- Led development and implementation of training programs to drive workflow transformation in the detailing department
- Spearheaded company-wide rollout of Autodesk Vault, improving communication, version control, and publishing processes
- Produced precise, production-ready drawings using AutoCAD and Inventor for field engineers and shop teams
- Contributed to high-profile projects for Marriott, Wells Fargo, Lucas Museum of Narrative Art, and Google
- Excelled in multidisciplinary collaboration, systems integration, and hands-on design execution

May 2019 – October 2021

CEO Founder & Service Designer | *Cali Balance, Inc.*

- Led the Cali team with a focus on aligning project goals with the company's mission and vision
- Applied human-centered design methodologies to uncover user needs and drive product development
- Conducted extensive research including document analysis, user interviews, and persona creation
- Developed and iterated low- and high-fidelity prototypes to validate design solutions
- Gained hands-on experience with entrepreneurial medical device processes and procedures
- Built a deep understanding of product development in regulated, user-sensitive environments

EDUCATION

2015 - 2019

B.S. Industrial Design, Honors Cum Laude | *University of Houston, College of Architecture and Design*

- Focus: Human-Centered Design, Product & Service Development

SKILLS

- Service Design: Journey mapping, stakeholder engagement, co-creation workshops, systems thinking
- Research: Qualitative & quantitative methods, persona development, heuristic evaluation
- Tools: Adobe CC (Xd, Ai, Ps), SOLIDWORKS, Autodesk (AutoCAD, Inventor, Vault), bSolid, Sketchbook Pro, Microsoft Office
- Prototyping: Wireframing, technical sketching, CNC, casting, upholstery, woodworking, rapid prototyping, 3D Printing
- Languages: English (native), Intermediate French & German

LEADERSHIP

- RYLA Chair, Rotary Youth Leadership Award (2023 – Present) - Lead planning and execution of RYLA youth leadership camp, securing sponsorships, training volunteer coaches, and delivering inclusive, high-impact programming.
- President, Rotary Club of Houston Skyline (2020 – 2021) - Coordinate with community partners to discover their needs and how we can help through service above self.
- Lead Facilitator, Rotary Youth Leadership Award (2014–2023) - Led and mentored high school students in leadership development, guiding the next generation of leaders.
- President, Student IDSA (2018–2019) – Organized conferences, raised \$6K+ for student initiatives.

AWARDS

- 1st Place – IDSA Texas Chapter Leadership
- Alpha Rho Chi Medal for Leadership
- Honorable Mention – ReShape18 International Competition
- 3rd Prize – Morton Kesten Universal Design Competition

CERTIFICATIONS

- AI For Everyone
- Change Leadership: Developing Strategic Gap
- Create a Product Design Brainstorming with Miro
- UX Design Process: Empathize, Define, and Ideate
- IBM Design Thinking Practitioner Certification