

Suzie Duquette

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EXPERIENCE

Amazon Robotics

Senior UX Lead

SEP 2024 — PRESENT

Direct UX strategy for multi-modal human workstations across Amazon's robotics fleet — Proteus, Vulcan Stow, and Tote ASRS. Built and scaled a “phygital” design system now spanning 9+ workstations, manage and mentor a team of 6 designers, and lead cross-functional workshops that translate discovery research into journey maps, service blueprints, and product requirements.

UX Designer II

JUL 2021 — SEP 2024

Owned end-to-end UX for human workstations through Alpha, Beta, and GA automated warehouses. Synthesized contextual inquiry, task analysis, and operator interviews into journey maps and touch-point analyses shaping both software interfaces and physical ergonomics. Escalated usability risks to senior stakeholders with data-backed recommendations drawn from observation, performance telemetry, and operator feedback.

Contract UX Designer

DEC 2020 — JUL 2021

Designed task flows, wireframes, and interactive prototypes for dashboards, mobile tools, multi-modal workstations, and robotic machine interfaces. Embedded with product, software, and hardware teams to translate ambiguous robotics problems into concrete UX deliverables.

Freelance

UI / UX / Service Design

AUG 2020 — JUL 2021

Designed marketing webpages, promotional materials, and paid social campaigns for Monster.com and Princess House. Authored Salesforce training materials and usage guidelines for Allocate Resource Management's clients.

Minerva Analytics

UI / UX Designer

JUL 2019 — AUG 2020

Established the visual brand identity for a suite of digital media products. Led design direction for a React component library and partnered with engineering on implementation of reusable UI elements.

EDUCATION

Bentley University

MS, Human Factors in Information Design
May 2021

Emmanuel College

BFA, Graphic Design & Management
Magna Cum Laude
May 2019

PRACTICE

Service Design
Design Systems
User Journey Mapping
Service Blueprinting
Information Architecture
Interaction Design
Prototyping
Usability Testing
Contextual Inquiry
Cross-functional Leadership
Design Team Management

TOOLS

Figma
InVision
Miro
Illustrator
InDesign
Photoshop
Jira
Asana
HTML & CSS