

Hello, I'm Megan Freund, Designer & Researcher based in Oakland, California. I collaborate, facilitate, and co-create toward the making of better futures.

EDUCATION

Integrative Design
Master of Design
University of Michigan
May 2020

Art History (H) + French
Language Studies
Bachelor of Arts
University of Wisconsin
May 2008

PRESENTATIONS & WORKSHOP FACILITATIONS

Anhembi Morumbi
University São Paulo, Brazil
Presenter, Overview of
Research in Design, Art and
Technology, May 2019

VentureWell Healthy Kids
Design Charette
Ann Arbor, MI
Workshop Designer and
Facilitator, January 2019

Transformative Partnerships
for Community Change
Workshop
Ann Arbor, MI
November 2019
Workshop Designer and
Facilitator

EXPERIENCE

Graduate Instructor
Stamps School of Art & Design, Ann Arbor, MI, 09/2019 – 06/2020
Instruct, mentor and evaluate students engaged in senior capstone studio art course.

Design Research Assistant
Stamps School of Art & Design, Ann Arbor, MI, 09/2018 – 07/2019
Supported two faculty research teams on inclusive play and social justice. Led database creation, conducted literature and contextual review, assisted with study design and qualitative data analysis.

Service Designer – Student Experience
San Francisco Cooking School, San Francisco, CA, 02/2015 – 05/2018
Led the development of a full-service website with refreshed visual identity and customer self-service tools. Increased internal efficiency and collaboration with the design and implementation of new business processes. Cultivated relationships with key partners to support the delivery of seamless customer experiences.

Community Operations Manager
Uber, San Francisco, CA, 07/2014 – 02/2015
Led team of 10 Community Operations Specialists. Fostered a team environment grounded in positivity and encouragement. Collaborated with Engineering, Growth and Customer Experience teams to develop holistic, interdisciplinary solutions to customer challenges.

Learning Experience Designer
Airbnb, San Francisco, CA, 09/2011 – 04/2014
Designed and facilitated training program used to onboard 300+ employees to Airbnb's international Customer Experience team as part of a team of six. Collected and analyzed trainee feedback and early performance metrics to prototype new educational materials. Consulted with departments across the organization to create training programs and materials.

Foreign Language Instructor
Multilingual Chicago, Chicago, IL 09/2009 – 09/2011
Designed and delivered lesson plans to enable the learning of foreign languages. Taught French and English to youth and adults in classroom, small group and one-on-one settings.

Get in touch.

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