VIKI

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VIKI SUSLOVIC

I design user-centered, scalable solutions at the intersection of UX, instructional, and visual design, enhancing experiences, simplifying processes, and driving outcomes.

PROFESSIONAL EXPERIENCE

Apple, Cupertino CA

AIML University, R&D Experience Designer

📅 March 2024 - Present

- Led user research to define primary personas and map user journeys for AIML Chief of Staff and AIML University initiatives, informing strategy across events, internal communications, and digital platforms.
- Apply a user-centered design approach to reimagine the AIML University ecosystem by conducting surveys, focus groups, and usability testing to ensure alignment with user needs and business goals.
- Audited and redesigned internal websites to improve information architecture, content discoverability, and overall user satisfaction.
- Lead the end-to-end redesign of the internal machine learning portal, including partner collaboration, clickable prototyping, iterative testing, and development handoff.
- Collaborate with Apple UX teams to incorporate design best practices and strengthen cross-functional partnerships; Participate as trainer support for company-wide design thinking workshops
- Designed a scalable system to track programs, deliverables, brand consistency, and reporting across AIML University offerings.

Special Projects Group (SPG), R&D Lead Instructional Designer

📅 February 2020 - March 2024

- Collaborated with cross-functional team including developers, operations, and safety engineers to identify user needs and define learning and performance goals for autonomous system testing.
- Designed end-to-end training experiences that balanced technical accuracy with usability, including digital guides, interactive e-learning, and facilitator materials.
- Created engaging, accessible learning aids using iPad and Apple Pencil to support intuitive interaction and knowledge retention.
- Applied user-centered design principles to develop job aids and support tools tailored for in-the-flow performance, coaching, and re-certification.
- Improved the usability of internal applications by partnering with tooling and safety teams to advocate for user-informed product enhancements aligned with operational goals.
- Led the development of scalable systems for delivering consistent, high-impact content across roles and environments.

Stanford University, Stanford CA

IT Training, Visual Arts Instructional Designer

📅 October 2019 - February 2020

- Designed and facilitated hands-on workshops and webinars for Adobe Illustrator, Photoshop, and InDesign, helping users build practical skills and confidence through guided workflows
- Created and delivered Adobe Certified Associate (ACA) prep courses, aligning content with certification standards and learner needs.
- Demonstrated complex tools and interfaces through live walkthroughs and interactive demos, emphasizing usability, efficiency, and creative application.
- Designed supplemental job aids and quick-start guides to enhance long-term retention and in-the-moment support, grounded in user-centered design principles.

2U 2U, Inc., New Carrollton MD

People Team, Instructional Designer

📅 October 2018 - October 2019

- Designed and developed interactive online and instructor-led curriculum for new hire onboarding and department-specific training, leveraging the ADDIE model
- Collaborated with sponsors to define learning objectives, address gaps, and identify subject matter experts (SMEs) for content development
- Streamlined content collection by guiding SMEs with templates, resources, and regular check-ins to maintain progress
- Created storyboards, scripts, and prototypes to gather Sponsor/SME feedback
- Designed visual assets, including videos, illustrations, infographics, animations, and interactive media
- Conducted pilots and user groups to refine training materials before final distribution
- Led monthly professional development sessions to upskill instructional designers in Adobe Illustrator, Photoshop, Animate, Premiere Pro, and After Effects

Sonalysts Studios, Waterford CT

Naval Training, Instructional Technologist

📅 July 2016 - October 2018

- Analyzed learning objectives to design user stories, interactions, feedback, and evaluations for 2D and 3D training simulations
- Created educational animations and interactive graphics aligned with multimedia learning principles
- Collaborated with SMEs to develop storyboards emphasizing sequencing, narration, and developer instructions for graphics and user interactions

Naval Training, Courseware Developer Lead

📅 July 2015 - October 2018

- Lead a development team of graphic designers and programmers in production of multiple synchronous projects, promoting collaboration with lessons learned, asset sharing and work flow optimization for on-time delivery
- Designed and programmed reusable widgets for custom data visualization and interaction using HTML5 technologies
- Developed simulations, interactive media, video and animations
- Authored SCORM wrapped packages using proprietary HTML export software
- Researched and implemented software, hardware and work-flows for development team to stay current with emerging technologies and educational trends

References available upon request.

Education

MPS
Experience Design
Maryland Institute College of Art (MICA)

MS
Instructional Design
Quinnipiac University

BA
Graphic Design/Fine Art
Eastern Connecticut State University

User Experience

User Centered Design
Usability Testing
Information Architecture
Wireframing & Prototyping
Interaction Design
Accessibility
Heuristic Evaluation
User Research
Personas / Journeys
Competitive Analysis

Learning Design

ADDIE / SAM
Blooms Taxonomy
Needs Analysis
Kirkpatrick Evaluation
Backwards Mapping
Performance Training
Information Graphics
Adult Learning Theory
Curriculum Development
e-learning Development
Gamification
Project Management
Serious Games/Simulation

Certifications

Adobe Certified Associate:

Graphic Design & Illustration using **Adobe Illustrator**

Visual Design Using **Adobe Photoshop**

Technical Skills

Image creation with **Photoshop** & **Illustrator**

Interactive PDF/ ePub with **InDesign**

Animation/interactivity with **Animate** & **Hype**

HTML Development with **CSS** & **javascript**

Screen recording/ interactive video with **Camtasia**

Video editing/special effects with **Premiere** & **AfterEffects**

Rapid prototyping with **Sketch**, **Figma** & **Axure**

Ideation/collaboration with **Miro** & **FigJam**

Rapid elearning with **Storyline**, **Rise** & **Captivate**

Information sharing with **Pages**, **Keynote** & **Confluence**

● User Experience   ● Instructional Design   ● Graphic Design   ● Multimedia Development