Megan McLaughlin

Systems Strategist

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Boston, MA

Experience

System Strategy and Implementation Consultant - Megan M Consulting

Nov 2025 - present

- Created Airtable databases to track inventory, marketing content, art commissions, and key milestones for an independent author.
- Conducted a systems audit, developed workflows and SOPs, and set up project management systems with a financial services organization.
- Designed a system for tracking ideas and issues reported through various feedback channels for a volunteer-run music education nonprofit.

Afterschool Teacher - AthenaCode

March 2026 - June 2026

- Managed a classroom of up to 25 K-5th-graders, while delivering curriculum and mediating group dynamics.

UX Designer - Freelance

March 2021 - March 2026

- Researched and wireframed an iPhone app for installation contractors that reduced the application failure rate from 20% to less than 5%.
- Designed and shipped a web-based B2B document upload portal.
- End to end design of consumer IoT app for smart batteries, which involved conducting a generative user research study to understand users relationship to electrical power.
- Conducted an analysis of online event hosting platforms through interviews, surveys, and heuristic analyses; made recommendations.
- Advocated for accessibility and provided an actionable plan to reduce clutter and improve clarity.

Mentor - School of HONK

June 2019 - present

- Taught the basics of playing trumpet at afterschool and summer programs for kids, plus weekly sessions for all ages.
- Cultivated a relaxed, fun atmosphere where mistakes are okay.
- Strategized with other leaders to refine the program in an environment of continuous improvement.

Supervisor - Barnes & Noble Education

January 2019 - March 2020

- Handled customer feedback and resolved issues. Prepared bank deposits and managed inventory.

Nanny (ages 0-3)

March 2015 - November 2018

- Built strong human-centered relationships and communication skills, while approaching challenges with a proactive, creative, positive mindset. Managed multiple relationships and tasks simultaneously.

Experience (Continued)

Team Leader - Clover Food Lab

September 2013 - Feb 2015

- Drafted an employee handbook and documented what worked and didn't work between multiple restaurant locations.
- Redesigned the breakfast sandwich assembly process, propelling my restaurant location to have the fastest service times in the company.

Bookseller - Barnes & Noble Education

May 2010 - September 2013

- Deeply studied customer service and employee experience in a high turnover environment.
- Built customer relationships.
- Worked collaboratively with a diverse and ever-changing team.

Program Coordinator / Americorps VISTA - City of Winooski, VT

August 2007 - August 2009

- Designed a scheduling system to share space among 7 nonprofits in 1 community center.
- Completed grant applications.
- Coordinated signup and logistics for kids' summer and vacation programming through the Parks and Rec department, plus organizing senior programming and community potlucks.

Tutor-Counselor - Upward Bound

Summer 2006 & Summer 2007

- Teamed up with some passionate educators to create a college-like experience to welcome high school students preparing to be first in their families to finish college.
- Tutored Biology; Led writing elective.
- Supervised and mentored students during the live-in summer program.
- Collaborated with the team in a week-long process to develop the program's ever evolving manual and core values through consensus decision-making.

Skills and Tools

- Systems management
- Team management
- Project management
- Journey mapping
- Usability testing
- Information Architecture
- Service Design
- Airtable
- Zapier
- Figma
- Notion
- ClickUp
- Asana
- Miro

Education

Digital Business Management	Certificate - DBM Bootcamp	October 2025 - December 2025
User Experience Design	Certificate - CareerFoundry	April 2020 - February 2021
Permaculture Design	Certificate - Resilience Hub	December - May 2015
English & Writing	B.A. - Keene State College	January 2004 - May 2007