



**Celeste Combs**  
**Board: Member**

## Board of Directors Technology Access Foundation

### Celeste Combs

**BIO:**

The Experience Group, Founder and Chief Experience Officer



*Jan. 13, 2009 ~ Celeste visiting TAF Academy in Federal Way*

Celeste M. Combs is a seasoned customer experience professional passionate about customer experience. She brings 15 years experience in customer experience management, usability, and user-centered design to provide valuable strategy, research and hands-on collaboration with clients. Celeste has pioneered this emerging best practice as she has contributed to over 50 products, Web sites, services, interactive products and new business ventures.

Celeste previously held position as Vice President, Customer Experience at Infopop Corporation. At Infopop, she was accountable for the full lifecycle of the customer experience. She successfully integrated customers into design and product strategy, launched new corporate websites and products, and built a highly touted customer support organization. Celeste was also a key member of Microsoft's Hardware Design team, where she contributed to nine Microsoft products and earned Business Week's IDEA Design Awards and an IEEE Pioneering Design Award. Since 1997, she has worked with Seattle's top design firms and technology startups. Celeste is highlighted as Seattle24x7.com mover and shaker.



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