

Charter

Principal UX Designer
(May 2019 - Current)

Sr UX Designer, Contract
(December 2018 - May 2019)

Balances business requirements with user needs to deliver dynamic customer experiences across multiple digital products.

Launched measurably valuable features including a re-imagined bill pay flow and advanced Wi-Fi management and customization.

Internally leads syncs with all UX designers in our organization to promote consistency and collaboration as it relates to design strategy, methodology, and tactics.

Facilitates multi-disciplinary collaboration between design, product, business, and development.

ProKarma

Sr UX Consultant
(April 2018 - December 2018)

Utilized design thinking concepts to directly tie proposed solutions to customer data while guiding design methodology and strategy for Dignity Health's mobile app.

Helped facilitate a shift from waterfall to agile for multiple off-shore development teams at Follett. Led the design efforts to redefine how libraries utilized technology to keep track of inventory.

Internally led efforts to standardize our team's UX process and deliverables promoting more consistency across our design practice, which usually saw designers working with separate clients.

General Motors

Sr UX Product Designer
(June 2016 - April 2018)

UX Product Designer, Contract
(June 2015 - June 2016)

Successfully helped lead an experimental cross-disciplinary 'Pod' team to launch an Apple Watch app with lean but effective resources.

Worked closely with product owners and customer research analysts to carefully tie feature initiatives and requirements to actual customer needs.

Facilitated an adoption of agile methodology in a design setting, including the use of Jira.

Championed cross-disciplinary collaboration and communication through design thinking workshops, whiteboard sessions, and experiments where designers and developers worked side by side.

Internally led an initiative to create and implement a pattern library for UX deliverables. This tool helped cut down the time designers spent making wireframes by over 30%.

Freelance Consultant

Various
(October 2014-June 2015)

Utilized customer data to steer design concepts for Subaru's 2017 IHU through a contract with Harman International (now Samsung). Facilitated design workshops with company leaders.

Utilized customer data and industry benchmarking while collaborating with company leadership at Purchase Point to redesign and develop their website.

Worked as an interaction designer and front-end developer to help Skidmore Studio reimagine their customer facing website.

Art Van Furniture

UX/UI Dev-signer
(December 2010 - October 2014)

Used data to influence strategy in a dynamic redesign of the company's eCommerce website.

Worked with cross-disciplinary partners as both a designer and a front-end developer to rapidly build and test user interfaces.

Served as integral bridge between the business, design, and development teams by using my cross-disciplinary knowledge to drive collaboration.

About Me

I'm a strategy focused UX designer who has been working with digital products since 2010. Early experience as a front-end developer has allowed me to be an effective cross-channel communicator. I strive to utilize user-centered processes that emphasize multi-disciplinary collaboration while making data-influenced decisions.

I have first hand experience working on an array of digital platforms including iOS, Android, in-vehicle IHUs, Apple Carplay, Android Auto, Apple Watch, Android Wear, as well as multiple web and desktop based products.

Thought Leadership

SME, Speaker, Design Consultant

Charter Design Principles Conference (internal), 2020

SME, Curriculum Evaluation, Portfolio Reviews

General Assembly, 2019

SME, Juror

Scholastic Art and Writing Awards, Digital Art and Design, 2015

Education

Associate of Applied Science: Technical Science,
Oakland Community College