

USER EXPERIENCE DESIGNER

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EXPERIENCE

Product Designer, Favor Delivery | Oct 2018 – Sep 2019

- Researched challenges facing gig economies and on-demand delivery, aimed at improving experiences for Runners, customers, merchants, and the Favor team
- Revealed underlying issues and devised strategies to solve them
- Used design systems to achieve more efficient workflows and consistency across many different products and platforms, including iOS and Android

UX Design Lead, UX Researcher, MHCI Capstone Highmark | Jan 2018 – Aug 2018

- Interviewed patients and medical staff about the experience surrounding ERs
- Compiled and analyzed data from users to expose problematic areas such as people's propensity for going to the ER when it is not necessary
- Designed a campaign, strategy, and interactive experiences using game design and persuasive principles to teach people which medical facilities are appropriate for minor conditions

UI/Interaction Designer, Novatraq | Feb 2016 – June 2017

- Rethought the layout of information and user flows for the most important tasks
- Updated visuals to reflect modern minimalist aesthetics and reinforce branding
- Redesigned parts of existing application, which serves borrowers, lenders, and brokers
- Worked with developers to ensure accurate translation of design prototypes into the final product
- Collaborated with CTO to determine features that would have the greatest impact

EDUCATION

Carnegie Mellon University | Aug 2018
Master of Human-Computer Interaction

Austin Community College | May 2015
Associate in Web & Interactive Design

Univ of Texas at Austin | Dec 2011
B.A. in Sociology | Minor in Math
Magna Cum Laude

SKILLS

Design

Sketch
Zeplin
Balsamiq
Adobe Photoshop
Adobe InDesign
Figma

Prototyping

Axure RP
InVision
Principle
Overflow
Paper Prototyping
HTML / CSS / JS

Research & Testing

UserTesting.com
Heuristic Evaluation
Interviewing
Contextual Inquiry
Storyboarding
Speed Dating
Think Aloud
Survey Design
Guerrilla Research