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Education

MS Human-Computer Interaction
DePaul University • 2021 • Chicago, IL

BS User Experience Design,
Minor Information Technology
DePaul University • 2016 • Chicago, IL

AA Psychology
Harper College • 2012 • Palatine, IL

Certifications

UX Management (#1042831)
Nielsen Norman Group • 2021

Expertise

Skills

Cross-functional Collaboration
People Management
Strategy and Leadership
Coaching and Mentoring
Workshop Facilitation
Design Thinking Methods
UX and Responsive UI Design
Enterprise Design Systems
User Research Methods
Usability Testing
Data Analysis and Insight Generation
Wireframing and Prototyping
Information Architecture
HTML, CSS, Javascript, PHP

Daily Tools

Figma/FigJam
JIRA/Confluence
Pendo
LogRocket
Notion
UserZoom
AHA!

Other Tools

Zeroheight
WordPress
Adobe Suite
Axure RP
Balsamiq
InVision
ATLAS.ti

Work Experience

● Product Design Manager

Stretto • Since Sep 2020 • Irvine, CA

Oversee user research and design across desktop, web, and mobile platforms for enterprise B2B bankruptcy software by coaching and mentoring a team of 4 Product Designers. Helped onboard over 10 new Product Designers and facilitated the creation of an org-level Atomic enterprise design system. Developed user-centric strategies to help inform experience pain points and reduce 90-percentile page load time by 4 seconds. Spearheaded design for legacy data conversion features that helped increase active cloud subscribers by 71% in the first month of release.

● Senior Product Designer

Stretto • Feb 2019 - Sep 2020 • Irvine, CA

Helped unify 2 legacy product teams. Guided new designers through a 6-week series of IBM's Enterprise Design Thinking course; provided additional hands-on instruction to aid with comprehension. Created workspaces for ResearchOps and DesignOps to provide teams with resources and templates for various user research methods, expert evaluations, workshops, and usability studies to enable a methodical practice.

UX Designer

CINgroup (Acquired by Stretto) • Oct 2016 - Feb 2019 • Evanston, IL

Major contributor in establishing a user-centered design practice and improving the UX maturity of the organization. Design lead for Best Case Cloud responsible for a comprehensive, end-to-end research and design process. Empowered the Product Team by introducing design-thinking workshops. Successfully launched several desktop and web-based B2B apps for bankruptcy firms. Streamlined user research methods by creating segmented persona lists of over 35,000+ end-users.

User Experience Intern

Illumina • Jun - Sep 2016 • San Diego, CA

Collaborated with product and business stakeholders to design a hybrid mobile app of a bioinformatics analysis software for iOS and Android. Interviewed field scientists to understand their goals and pain points with the current version of the BaseSpace mobile app. Synthesized insights with affinity diagramming to inform a redesign and facilitated usability testing with end users through multiple iterations.

Associate UX Specialist

Valence Health • Jun 2015 - Jun 2016 • Chicago, IL

Serviced multiple agile product teams to recommend UX/UI improvements and create artifacts like personas, sketches, and prototypes for a suite of population health and patient management products. Brought concepts to life in Adobe Dreamweaver by developing hi-fidelity, interactive prototypes using HTML, CSS, and Javascript. Maintained a company style guide that documented UX/UI standards.

*I'm a Design Leader **rooted in research** and **passionate about people**. I deliver user outcomes by bringing teams together to solve problems.*