

SENIOR UX DESIGNER

Innovative and collaborative full-spectrum UX designer with a passion for user-focused solutions that deliver. Demonstrated ability to articulate and present design viewpoints. Proven track record of researching and testing designs and implementing strategic solutions. Ability to combine art and technology in the development of functional and user-friendly creations to exceed client expectations. Passionate about sustainability and humanity-centered design.

Core Competencies

- UX/UI Design
- Wireframe & Prototyping
- Visual Design
- Research & Analysis
- Usability Testing
- Human-Centered Design
- Design Thinking
- Instructional Design

TECHNICAL PROFICIENCIES

Software Adobe CS, Figma, Sketch, JIRA, Confluence, Miro, MURAL

PROFESSIONAL EXPERIENCE

Senior UX Designer, Smashing Ideas/Luxoft USA, Seattle, WA (2019 to 2022)

Designed and facilitated gamified, virtual Design Thinking workshop for over 300 employees of global Fortune-500 pharmaceutical company with consistent 9 out of 10 ratings in surveys, leading to increased adoption by teams worldwide. Collaborated with engineering teams to design and develop new transportation app for Seattle Metro's ORCA, launching 2023. Synthesized user research data into high level mobile solution for employees of hospital and healthcare network in Salt Lake City, Utah. Facilitated fabrication and execution of iPad app for major Northwest aircraft manufacturer.

- Championed ease of use and accessibility, resulting in streamlined rider solution for 5.5 million users of light rail, bus, ferry, streetcar and commuter trains in the Central Puget Sound region.
- Captured and analyzed detailed user interview quotes to inform targeted solution for nearly 40,000 caregivers serving over 900,000 people in the Intermountain region.

UX Consultant, HCL Technologies for Xbox, Redmond, WA (2019)

Collaborated with design team and developers to create innovative social media platforms for gamers. Facilitated fabrication and execution of mobile, tablet, and laptop interface experience to increase accessibility of content.

- Introduced and implemented use of Sketch and Zeplin, reducing redline development times and greatly increasing communication standards.
- Developed 10+ high resolution tiled wallpapers, showcasing seamless visual experience on social media site.

Continued...

Senior UX Designer, AIM Consulting for lululemon, Seattle, WA (2018 to 2019)

Produced insight on guest experience improvement using high-fidelity mock-ups and animations, using industry standard tools to relay information across teams. Leveled desired project outcomes with development and existing brand characteristics, taking total accountability for sign in/up, account dashboard, order history, wallet and Wishlist pages. Ensured business and technical standards were met.

- Conceived and fashioned brand-compliant checkout flow and account pages for prime e-commerce sites currently processing thousands of payments in Japan, France, and Germany.
- Collaborated with UX Director and design teams to author International Style Guide, keeping a consistent brand image across platforms in all countries.

Senior UX Designer, Prime Team Partners for RealNetworks, Seattle, WA (2018)

Prototyped innovative design vision for iPad kiosk security and registration interfaces with strong focus on viability and accessibility. Worked with design, product, engineering and marketing teams to ensure designs are implemented accurately within project guidelines.

- Leveraged expertise in human-centered design to create clickable macOS and web prototypes for high-profile facial recognition software marketed to and utilized by schools nationwide.

Visual & UX Designer, AIM Consulting for Starbucks, Bellevue, WA (2017 to 2018)

Designed high-impact data imagery to relay critical findings and communicate redesign solutions with appropriate fidelity. Launched data flow diagram and two site maps to aide in current site assessment through use of authenticated and unauthenticated views.

- Interviewed site users across five cities and analyzed data to determine improvements necessary to enhance the customer experience.
- Achieved outstanding performance remarks from client on usefulness of tools.

Senior UX Designer, HCL Technologies for Microsoft, Redmond, WA (2017)

Interpreted user needs and goals into design of Microsoft US Immigration Portal, utilized by over 20,000 employees worldwide and achieving praise from users and stakeholders. Integrated efforts with onshore and offshore engineering teams in daily scrum throughout project lifespan.

- Delivered over 22 pages of design within time and budgetary guidelines, successfully meeting all business and technical expectations.
- Achieved 100% accessibility compliance through best practices, utilizing commercial brand design patterns to conceive inventive new products.

Contract UX Designer, Utrip, Seattle, WA (2016)

Developed rapid iterations of visuals for value proposition of startup travel website.

- Ensured company-wide creative direction and brand systems were applied and extended appropriately throughout two-month redesign of desktop and mobile platforms, creating 5 designs and achieving stakeholder satisfaction.

Contract UX Designer, Autel Robotics, Bothell, WA (2016)

Directed e-commerce purchasing funnel, testing six points higher than Amazon or Apple in contextual interviews, increasing overall conversions for startup company. Implemented creative solutions to technical hurdles.

- Drove changes for critical design improvements based on user feedback gained from on-site testing.

EDUCATION

Bachelor of Fine Arts in Painting

Boston University, Boston, MA

Certificate in UX Design

General Assembly