

Proficiencies & Skills

- Deep knowledge and understanding of **responsive, mobile-first, user-centric design** principles and **Information Architecture**
- Experience working with engineering and development teams in an **Agile/Scrum** environment as well as leadership-facing role presenting and defending designs and validating user feedback
- Proficiency in **Sketch, Invision, Craft, Zeplin, Creative Cloud** (Illustrator, Photoshop, Indesign), **Abstract, Git**

Education

2007 – 2009

Parsons School of Design, New York
AAS, Graphic Design

2002 – 2006

Kenyon College, Gambier, OH
BA, Political Science

Work Experience

T-Mobile, Bellevue, WA – *Senior UX Designer*

January 2017 - Present

- Developed a groundbreaking modular design system for interactive mobile apps resulting in substantially lessened design time for my team and allowing for simpler, more human centric designs and quicker delivery turnaround
- Proponent for infusing best practices and industry accepted standards for design process within engineering organization, helping evangelize the benefits of integrating Design Thinking into existing product and service planning initiatives
- Managed end-to-end design process for a large-scale, customer facing product with millions of users, as well as internal tools destined to be used by only 100 users
- Managed multiple mid-to-junior level designers for various projects, from validating acceptance criteria to scoping deliverables and ensuring best practices are followed

Filter, Seattle, WA – *UX Designer*

February 2016 – December 2016

- Collaborated on an effort to redefine how people communicate, seamlessly integrating smartphone-level capabilities across all mobile, laptop/desktop, and tablet platforms
- Worked with and helped redefine accessibility standards and design guidelines, crafting a simple, elegant, and user friendly experience for native mobile, web, and desktop
- Owned product designs from concept, to wireframe, to high fidelity deliverable
- Presented concepts and prototypes to stakeholders, ensured alignment between design and development phases, and delivered high fidelity designs for production

Fjord, Seattle, WA – *UX Designer*

Sept. 2015 – January 2016

- Helped to design a transformational customer-facing and internal experience for a national telecom carrier aimed at completely revamping the end-to-end customer experience and streamlining internal management tasks
- Created user personas for storymapping and feature-mapping at early planning stages and translated business requirements into high fidelity wireframes to hand off for production
- Owned all experiences surrounding customer payments, billing and refund processing
- Worked directly with SMEs, client, and product owners to ensure designs met all requirements while delivering on the core tenets of experience transformation, branding, and design guidelines