

Proficiencies & Skills

- Designing responsive, user-centric products in tandem with development and product teams in an Agile/Scrum environment
- Presenting and defending designs leadership to executive level, evangelizing Design Thinking principles and approach
- Tools I use: Sketch, Invision, Zeplin, Adobe CC, Abstract, Figma, Principle
- Managing internal design teams as well as external design vendors
- Information Architecture - Usability testing - User interviews & surveys - Design Thinking Workshops - Continual focus on Process Improvement - Customer Journey Mapping - Touchpoint Analysis - Design Mentorship

Education

2007 – 2009

Parsons School of Design, NYC
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 my team resulting in drastically reduced design time and allowing for simpler, more human centric designs with quicker delivery turnaround
- Proponent for infusing best practices for design process within engineering organization, helping evangelize the benefits of integrating Design Thinking into existing product and service planning initiatives
- As a Design Lead I engaged in an end-to-end design process for products ranging from large-scale, customer facing software with tens of millions of users, to mission-critical internal tools destined to be used by dozens of highly technical users in the field
- I have managed small internal and external design teams, leading design, scoping deliverables, validating quality, and ensuring best practices are followed in order ensure smooth delivery in lockstep with development cycles

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

- Designed 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