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objective

To generate ethical, social change through sensible research, human-centered design, and emerging digital technologies within arts, education, and civic projects

skills

Rapid prototyping *Sketch, Axure, InVision, Adobe XD, Illustrator*

Research *Usability testing, Heuristic evaluation, Experience maps, Persona generation, Business discovery, Card sorting*

Contextual Inquiry *Process management, Conducting interviews SPSS Marketing analytics, Conjoint analysis, Survey design*

Web *HTML, CSS, Responsive Design*

Mobile *Android and iOS design, Icon design*

2D graphics *Adobe Photoshop, Illustrator, InDesign, Acrobat*

3D modeling *3ds Max, Rhino 5, Sketchup*

Digital photography *Adobe Lightroom, photojournalism*

Arduino *Ambient and interactive graphics, research on electronic maker culture*

experience

Product Designer *Mar 2018 to present*

SpotHero Chicago, IL

Lead full-stack design for internal tools that directly increased efficiency of customer service representatives by decreasing handle time of cases and reducing customer contact volume.

User Experience Designer *Nov 2016 to Jan 2018*

The Nerdery Bloomington, MN

Drove design and research process for projects of varying user types and budgets. Extensive work in user observations and interviews at client sites, as well as visual and interaction design for web and mobile in both agile and waterfall process.

User Experience Intern *Jun 2015 thru Aug 2015*

Thomson Reuters Bingham Farms, MI

Independently conducted usability research and evaluation along with designing of prototypes for a niche user group and market within intellectual property and science. Improved workflow for patent and trademark payments within web app.

awards

Biggest Impact Award at Website Challenge *Apr 2017*

Built a website for Heartland Animal Shelter with co-workers.

1st place at GeoHacks Chicago Hackathon *Sep 2016*

Created digital solution for natural disaster evacuation; presented work to National Geospatial-Intelligence Agency in Washington DC.

education

University of Michigan, Ann Arbor *Dec 2015*

MS Information Science

Focus in Human-Computer Interaction

University of Illinois, Urbana-Champaign *Aug 2012*

BS Architecture