

I am a user-focused designer with a passion for getting into the details, asking questions, and finding solutions. Experienced at working on cross-functional teams that unite user needs and business objectives into digital products and services that delight users.

EXPERIENCE:

Vervint (Formerly OST)

- Senior User Experience Designer | 2021-2024
- User Experience Designer | 2016-2021
- Associate User Experience Designer | 2014-2016

Lead with human-centered design principles to create solutions for our clients that would delight users. Utilized user research to support business objectives to create solutions that would achieve user's goals.

- Led design on both short-term and long-term projects that included the production of user journey and experience documentation, and functional prototypes of designed experiences.
- Mapped existing and proposed user patterns to help meet the users where they are and where they want to go.
- Facilitated user research and usability testing sessions to gather user feedback on designed prototypes, summarized findings, and implemented changes based on user feedback.
- Supported the development team by documenting design decisions, experience interactions, and generated development ready design assets for production.
- Maintained clear communication with cross-functional team members, ensuring effective collaboration and alignment within the team.
- Worked across various platforms and collaborated with technical teams to understand platform-specific requirements.
- Developed and worked with brand and component style guides, and helped establish usage guidelines.

EDUCATION:

Bachelor of Science in Graphic Design
Minor in Art History
Ferris State University | 2014

PROFESSIONAL DEVELOPMENT:

Human-Centered Design Bootcamp
AG Collaborative: Speaking with Influence
SAFe For Teams 5
HIPPA Awareness for Business
Crucial Conversations Course
Product Design Class

SKILLS:

User Interface & User Experience Design
Application & Web Design
Embedded Product Interface
Interaction Design
Responsive Design
Interactive Prototyping
Design Systems and Libraries
Information Architecture Mapping
Journey Mapping/User Flows
Wireframing
Usability Testing
User Research
Research Facilitation
Client Communication
Wordpress
Figma/Sketch
Adobe (AEM, Illustrator, InDesign, Photoshop, XD)
Miro
Azure Dev Ops/Jira

IN DEVELOPMENT:

AR/VR/MR/XR
Adobe AfterEffects
Front-End Development
Perfect Cornbread Recipe

