

Education

University of Michigan
Masters of Science in Information
May 2020 | Ann Arbor, MI

University of Toledo
Bachelor of Business Administration
December 2010 | Toledo, OH

Work

Business Systems Analyst | Thomson Reuters
Aug 2014 - Oct 2018 | Ann Arbor, MI

- Utilized Axure RP to mock up, prototype, and design software functionality within our Accounting CS software suite
- Wrote, edited, and executed complex SQL queries on large data sets using joins, grouping, aggregation, and subqueries.
- Developed testing plans to ensure the latest updates of our software were in 100% working order and free of any bugs
- Worked with dozens of state and local tax jurisdictions to ensure our software was in compliance and compatible with the latest tax laws

Tax Specialist | Thomson Reuters
July 2011 - Aug 2014 | Ann Arbor, MI

- Filed and Reconciled quarterly and yearly tax returns for over 500 businesses in a multitude of local, state, and federal jurisdictions
- Was responsible for identifying, documenting, and the resolution of all federal, state, and local agencies inquiries
- Composed articles targeting clients to help improve and grow their business
- Cross trained team members in various functions and responsibilities required in the banking department within MyPay Solutions

Projects

Contextual Inquiry & Consulting | InsideOut Literary Arts
Sept 2018 - Dec 2018 | Detroit, MI

- Analyzed InsideOut's internal collaboration process and produced a report that helped the organization improve its operations for its 10 employees
- Helped implement the organization's transition to Office 365 business, including Microsoft Sharepoint.

Skills

HCI Methods

Contextual Inquiry
Competitive Analysis
Story Mapping
Persona Building
Affinity Wall
Wireframing
Prototyping

Design & Tools

Adobe Ps, Ai, Id, Xd
Axure
InDesign
Sketch
TestComplete

Programming

Python
SQL