

UX Manager at Thorn building a diverse UX Team to eliminate child sexual abuse from the internet.

Experience.

Thorn / UX Design Manager

Mar 2020 - Present

First UX design hire at Thorn, responsible for: Building the fully-remote team across six product silos spanning industry, law-enforcement and NGOs. Setting design standards for research, component design, QA/UAT, and collaboration with Product and Engineering. Leading UX on a NGO project to reconceptualize a system to process 30+ million CSAM reports with 40 analysts. Pioneered an internal agency model to prioritize UX needs across products while increasing collaboration and reuse.

vMOX / Lead UX Designer

May 2017 - Mar 2020

Built the first UX design/research team. Lead full-stack UX projects which increased billing accuracy, marketing reach, and billing solution optimization. Developed a design system that decreased engineering & design cycles by 20%.

Pillar Technology / UX Architect

Dec 2016 - May 2017

Lead UX transformation projects to introduce UX into client teams by balancing UX, technology, and business needs through in-depth UX research and design efforts.

General Electric / Sr. UX Researcher

May 2013 - Dec 2016

Served as the UX subject matter expert in GE Digital's Startup Incubator. Responsible for conducting exploratory & generative research to drive product strategy and tactical design decisions.

Booz Allen Hamilton / Software Engineering Consultant

May 2012 - May 2013

Designed and built new full-stack features based on user testing feedback. Collaborated with quality assurance teams to debug and fix application errors.

Education.

Grand Valley State University

Bachelor of Science, May 2012

Computer Science

Achievements.

UX Certification from Nielsen Norman Group

ADPList UX Design Mentor

General Electric RISE Leadership Program

Specialties.

UX Team Building

Exploratory Research

Generative Research

Design Ops

Design Systems

Information Architecture

Cross Functional Collaboration

Workshop Facilitation

Tools.

Axure RP

StoriesOnBoard

Mural

Wacom/Virtual Whiteboarding