

EDUCATION

University of Michigan

2018 (Ann Arbor, Michigan)
Masters in Human Computer Interaction (GPA 3.85)

Furman University

2013 (Greenville, South Carolina)
Bachelor of the Arts in Studio Art (GPA 3.5)

EXPERIENCE

UX Research & Design Intern | Peapod

June 2017- Present (Chicago, Illinois)

- Utilized competitive user testing to understand how Peapod handled usability against competitors and outlined areas for improvement.
- Presented key findings and recommendations in a convincing manner to various stakeholders including executives and software developers.
- Worked in an agile environment developing low fidelity prototypes and conducting guerrilla usability testing to iterate effectively over designs.
- Worked with a Senior UX Researcher to screen, recruit and interview users in order to develop user personas.

UX Researcher | Centro Community Partners

January 2017- April 2017 (Oakland, California)

- Utilized heuristic evaluation and usability testing in order to increase the activities users completed with Centro's mobile application.
- Led developing and structuring user testing by defining user tasks to test and by observing and conducting testing sessions.
- Provided actionable recommendations to the COO while incorporating feedback into multiple stages of the project.

UX Researcher | University of Michigan Museum of Art

September 2016- December 2016 (Ann Arbor, Michigan)

- Conducted contextual inquiry and background research to understand user needs, motivations and pain points.
- Utilized affinity mapping to structure key findings related to improving the visitor experience at the museum.
- Formally presented key recommendations to the client in order to increase museum visitor satisfaction.

SKILLS

Ideation

Affinity mapping
Story mapping
Brainstorming
Wireframing
Personas

Research

Comparative analysis
Heuristic evaluation
Usability testing
User interviews
A/B Testing
Survey

Design and Prototyping

Sketch
Illustrator
Photoshop
Balsamiq
InVision

RELEVANT COURSES

Usability & Needs Evaluation
Integrated Product Design
Human Behavior
Interaction Design
Contextual Inquiry
Graphic Design

ACTIVITIES

Member | SOCHI

2016- 2017(Ann Arbor, Michigan)

Member | Castle Clay Artists

2015– 2016 (Denver, Colorado)

Artist | Cub Creek Foundation

2014– 2015 (Appomattox, Virginia)