



As a member advocate and patient care coordinator in various roles over the last 10 years, I love to help others live a healthy and happy life through strategic and positive human-centered experiences.

Work Experience

Learning Specialist - Instructor November 2020 - Present
edX / 2U

- I created an engaging, positive, and inclusive learning environment for our students
- I explained complex topics to individuals with both a technical and non-technical background using tools such as Slack, Figma, FigJam, the Google Suite, etc.
- I ensured I brought the learning experience to life, building community and enhancing relevance through drawing on my own industry experience
- I infused empathy, support, encouragement, and fun into the students' learning progression
- I assisted the instructor with class time management
- I observed the class during code activities and projects to assist students (via Zoom)
- I researched and answer student questions
- I graded homework and group project assignments using Canvas when applicable

Facility Operations Team Member April 2024 - January 2025
Lifetime Fitness

- I maintained indoor and outdoor club cleanliness and safety by performing daily maintenance tasks
- I washed, folded, and stocked member towels and ensured the locker rooms are neat and orderly
- I ensured the usage of locker room consumables, cleaning products, and chemicals followed the amount prearranged by the department budget
- I responded to member inquiries regarding Life Time products, services, policies and procedures

Operations Associate September 2023 - October 2024
Kohl's

- I leveraged omni channel offerings to deliver a frictionless customer experience. I accurately delivered on our operational processes, including but not limited to, BOPUS, BOSS, MLS, SFS
- I received and processed product, including unloading truck shipments and executed stockroom operations and omni channel fulfillment
- I replenished the sales floor as necessary based on sell through and seasonal changes
- I engaged customers by greeting them and offering assistance with products and services, operate a cash register, scan items, bag merchandise and properly handle different methods of payment
- I accurately and efficiently executed point of sale and customer service standards based on company guidelines providing courteous, friendly, fast and efficient service
- I supported inventory management from receipt to sale, including freight processing, back stocking, replenishment, inventory counts and price changes

Personal Caregiver August 2020 - October 2022
For: Carolee Green (Alzheimer's patient)

- I assisted Carolee Green with daily and nightly patient care for a healthier and happier life. These activities included:
- Morning and Bedtime grooming routine tasks such as teeth brushing, water intake, checking for regular BMs, clean briefs, etc.
 - Prepped meals and snacks
 - Assisted with medical administration
 - Directed and assisted with meaningful daily activities
 - Communicated with assigned case manager about any patient needs

Product Designer Intern May 2018 - December 2020
Family Literacy Centers

- I maintained clear communication with clientele about deadlines and UX/UI design sprints
- I crafted strategic design solutions using appropriate UI design principles and tools such as Tumult Hype3
- I organized designs with consistency
- I used the design thinking process to navigate through complex design problems

Data Entry Specialist April 2015 - February 2018
Source HOV - Exela Technologies

- Adhere to security and privacy policies to protect company and customer information
- Prioritize work tasks based on processing schedules and client expectations for timely completion
- Handle time-sensitive materials like confidential and urgent packages
- Perform verification tasks promptly to ensure accuracy and identify errors
- Engage in repetitive motion activities like twisting, bending, climbing, and lifting to 40 lbs. frequently
- Perform Mail Center activities including sorting, metering mail, printing, folding, inserting, using scanning equipment, and answering emails
- Demonstrate flexibility in meeting customer demands in a high-volume production environment
- Troubleshoot data issues and escalate to supervisors when necessary
- Assist in manual folding of documents and use a folding & inserting machine
- Meter mail using a high-speed mailing machine
- Consistently follow business procedure guidelines and safety protocols
- Maintain detailed logs and reporting documentation
- Participate in cross-training and perform additional duties as assigned (e.g., filing, outgoing shipments)
- Scan incoming mail and distribute to recipients
- Perform file purges and pulls, create files, and ship documents
- Provide backfill as needed
- Enter daily information into spreadsheets
- Identify charges and match them to billing records

Education

Continuing Education

SLCC and UVU

Currently Enrolled

CNA Certificate

SLCC Concurrent Enrollment

Graduated Spring 2011

Bachelor's of Science in
Web Design and Development

Utah Valley University

Graduated December 2021

High School Diploma

Brighton High School

Graduated June 2011

Certificate UX/UI Design

DevMountain

Graduated December 2016

Associate's Degree in
General Studies

Salt Lake Community College

Graduated June 2016