

Experience

UX Research and Design Intern / City of Ann Arbor

Ann Arbor, MI / May 2022 - Jul 2022

- Designed a high-fidelity prototype in Figma for an online Engagement Hub to increase and diversify citizen engagement, optimize access and participation in city events, project, volunteering and decision making
- Conducted research (surveys, interviews, analytics analysis, competitor analysis, user testing) to gain an understanding of how residents use and would like to use digital products to engage with the city

UX Designer and Researcher / Cromaine District Library

Hartland MI / UMSI Design Clinic / Jan 2022 - Apr 2022

- Created a high-fidelity prototype of the most important and used pages in desktop and mobile form in Figma to enhance UX and site accessibility
- Analyzed website's analytics, information architecture; performed survey, interview, competitor analysis and heuristic analysis
- Focused digital design work on enhancing the library's branding and update style guide to improve accessibility

Customer Help Desk Technician / University of Michigan Information Technology Services

Ann Arbor, MI / Feb 2021 - Present

- Troubleshoot issues by viewing IT interaction challenges from users' point of view and communicating with accessible language
- Collaborate with team members and other service support groups to resolve complex issues
- Utilize creative design thinking to propose improvements to new employee training and evaluation processes

Projects

UX Consultant / Bosch Rexroth

Ann Arbor, MI / Jan 2022 - Apr 2022

- Conducted, on a team of three peers, a useability analysis of an internal tool used by Bosch Sales associates, using an interaction map, interviews, surveys, heuristic evaluation, and usability test
- Gained an understanding of employee workflows, and make improvement suggestions for internal sales tools

Product Designer / UX Research and Design Mastery Course

Ann Arbor, MI / Sep 2022 -Dec 2022

- Created a prototype for a mobile platform that would allow users to list and rent residential parking spaces
- Created a design system to standardize prototype iteration among teammates

Contact

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Education

University of Michigan

Ann Arbor, MI, Expected May 2023

Masters of Science in Information

Specialization in User Experience
Design and Research

University of Michigan

Ann Arbor, MI, 2020

Batchelor of Arts in Psychology

Minor in Entrepreneurship

Skills

Design

Affinity Walls
Design Development
Design System
Digital Design Storytelling
Empathy Mapping
Journey Mapping
Mockups
Personas
Product Design
Project Management
Prototypes
User Research
UX/UI Design

Tools

Adobe XD
Figma
Illustrator
Jira
Photoshop
Premiere Pro

Languages

CSS
Git
HTML
JavaScript
Python