

Passionate IT and design leader looking to further my understanding of management techniques, analysis, and business process improvement. Appreciate relevant education, both formal and informal. Apply education at Travelers and the with development and design community. Excited about the opportunity to further my education and work with others.

Education

Central Connecticut State University

GPA: 3.39

Bachelors of Science awarded May 12, 2012

Major in Management Information Systems and Marketing

Professional

Travelers, IT Leadership Development Program Participant

May 2011 to Current

Personal Insurance Operational Effectiveness

Introduced lean principles to business centers. Extracted data from Teradata for analysis. Conducted and analyzed ethnographic studies in business centers. Provided metrics reports for senior leadership. Informed time and financial investment decisions based on process research.

eBusiness User Experience

Managed an internship program participant. Introduced Kanban method and managed the team's work. Created a user experience resource for the company. Built a front-end style guide for the company. Conducted and analyzed usability studies.

Bond and Financial Products IT

Coordinated vendor engagement and workshop. Designed senior leadership offsite. Coded policy forms for production.

Freelance Design and Development

September 2009 to May 2012

Worked with multiple clients including non-profits, agencies, and small corporations. Designed web experiences for the user and site administrator. Wrote front-end and back-end code. Implemented architecture decisions and integrated content management systems. Created estimates and billed the client.

Professional Development

CT UXPA

Member of the Connecticut chapter of the User Experience Professionals Association since 2012. Nominated to the board of directors as secretary in 2014.

Conferences and Courses

Attended multiple conferences including An Event Apart, User Experience Intensive, Edward Tufte, Smashing Magazine Conference, Anatomy of Agile Enterprise. Participated in courses offered through Coursera including Social Network Analysis, Calculus I, and Leading Strategic Innovation in Organizations.