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San Francisco

Work Experience

User Experience Researcher

GlobaliD, June 2020 - June 2022

- Led UX research for iOS, Android, & web at a startup
- Designed and built robust mobile prototypes
- Ran remote usability studies worldwide
- Performed competitive research to define best practices
- Facilitated cross-team workshops, strengthening alignment
- Leveraged analytics data to uncover UX opportunities
- Delivered actionable insights to Product Managers & Engineers

Product Designer

Couchsurfing, Sep 2018 - Sep 2019

- Led design for a responsive website with over 25 million users
- Increased user acquisition on our home page by 21%
- Worked within and expanded a robust design system
- Ran iterative, action-oriented A/B tests
- Served as an advocate for end-users
- Directed usability tests online, in-office, and in-the-field

Product Designer & Frontend Developer

Financial Technology Partners, Jan 2018 - Sep 2018

- Designed an internal web app as a UX-team-of-one
- Boosted app conversion 4x through focus on end-users
- Created a scalable atomic design system
- Conducted research through stakeholder interviews, prototyping, and data analysis

Prototype Developer (Contract)

Accomplice, Oct 2017 - Jan 2018

- Built high-fidelity prototypes for user testing with Framer.js
- Worked directly with clients; winning a large contract

Product Designer

The University of Georgia Mobile App, May - Aug 2017

- Led design for our iOS and Android mobile apps
- Formed a user research team to field-test prototypes
- Integrated iOS/Android best practices into both native apps

Education

University of Georgia

2017

M.A. in Emerging Media:
Product Design

2016

B.A. in International Affairs,
Certificate in New Media

Relevant Courses

Interaction Design
Project Management
Design and Aesthetics
Big Data Analysis
Research Methodology

Skills

Usability Testing
Prototyping
Ethnographic Research
Wireframing
Documentation
Workshop Facilitation
Presenting
Front-End Development