

Experience

Product Designer at Yesware

Jan 2015 - Present

- Lead Designer for the Manager Initiatives project, which culminated in 2 different reports used by all Premier managers.
- Led 9 cross-functional sketch sessions with designers, engineers, Product Managers, and other stakeholders to brainstorm potential solutions for addressing users' pain points.
- Conducted user research with Product Managers to understand users' pain points and business goals.
- Continually tested, validated, and iterated on potential and existing solutions to ensure that the proposed solution will help users achieve their goals.

Customer Confidence Advocate at Yesware

2013 - 2015

- Onboarded, trained, supported, and continuously delivered value to 83 Enterprise accounts.
- Maintained various channels of communication (email, gchat, phone, live demos, Postwire, blog posts, Twitter, etc) to relay best practices to both sales managers and individual reps.
- Served as a liaison between customers and our Product/Engineering teams to relay feedback and pain points, ensuring that the customer's voice was well heard.

Education

Bloc, UI/UX Track

May - Sep 2015

Wellesley College, B.A. Architecture

2009 - 2013

Skills

User Experience (UX)
User Interface (UI)
Interaction Design
User Research
User-Centered Design
Usability Testing
Rapid Prototyping
Wireframing
HTML
CSS
jQuery

Toolbox

Sketch
InVision
Illustrator
Photoshop
Niice
Pen
Paper

Organizations

UX Boston