

Creative problem solver with diverse experience in user-centric design, product management, and optimizing lean operations. Detail-oriented builder with a passion for developing useful, usable, and enjoyable experiences. Seasoned leader with a knack for focusing on what's important, providing targeted direction, and delivering high-quality results.

Experience

McMaster-Carr Supply Company | Santa Fe Springs, CA & Elmhurst, IL

Part of a highly selective rotational management program at one of the leading suppliers in the \$100 billion/year Maintenance, Repair, and Operations (MRO) industry. The program develops executive leadership skills through exposure to a range of operational competencies and business areas.

Finance Manager - Accounts Receivable and Credit Risk

2012 - 2014

- Led the West Coast region's accounts receivable department of 2 junior managers and 23 account specialists to establish strategies that reduce aging debt and limit financial loss.
- Achieved a reduction of 25% in bad debt loss between 2012 and 2013 by improving targeted reviews of risky customers.
- Reduced daily work carryover by 65% and improved customer correspondence response times by 80% by reforming employee development and hiring to increase performance and productivity.

Warehouse & Logistics Manager - Parcel Packing

2012

- Oversaw a department of 15 employees who assemble and pack over 10,000 daily shipments.
- Eliminated wasted space by an average of 60% per box and lowered annual packing material costs by \$150K after analyzing pack volume data to identify opportunities to add intermediate box sizes.

Product Manager - Customer Correspondence

2011 - 2012

- Improved customer communication and simplified their internal workflows by redesigning McMaster-Carr's system-generated documents for order confirmations and quotations.
- Led the development of a new document generation system to be used for all automated documents, saving \$1MM between labor and postage costs.
- Advised executives and project teams across the department on information design strategies.

Art Director

2007 - 2011

- Managed the creative department of 20 print and web content creators, photographers, retouchers, and CAD developers.
- Provided information design direction and strategy for Product Line Managers to create presentations that clearly illustrate the features and benefits of complex industrial products.
- Oversaw the digital and physical production of the company's 3,800 page catalog and graphic assets, ensuring high quality work while adhering to weekly production deadlines.

Product Manager - McMaster.com

2006 - 2007

- Conducted competitive research, formulated technical and business requirements, developed interaction flows, and redesigned the user interface to improve how customers interact with their order history information online.
- Worked with customers in the field to understand use cases and conduct A/B interface testing.
- Improved the user experience throughout the company's e-commerce site by leading a team of engineers to develop a responsive and dynamic new web application framework.

Web Developer

2005 - 2006

- Designed UI changes, implemented technical solutions, and analyzed behavioral metrics to improve various ordering, security, and account management features of McMaster.com.

Education

Cornell University, College of Arts & Sciences | Ithaca, NY

2001 - 2005

Bachelor of Arts in Information Science, concentration in Human-Centered Systems

Skills

Product Management	UI/UX Design	HTML/CSS/SASS	Microsoft Office
Art Direction	Print Design	JavaScript/jQuery	Photography
Information Design	Front-End Development	Adobe Creative Suite	Chinese (Mandarin)