



Creating customer-centered and data-informed solutions that optimize user experience and impact lives.

EXPERIENCE

Web Designer | The Well Church

Feb 2019 - Present

- Redesigned user interfaces, information hierarchies, and content flow for church website, increasing site traffic by 175%.
- Conduct heuristic evaluations, user research, and content audit of website to improve usability and accessibility for our users.
- Gather user data through analytics reporting and task analysis to drive design decisions.
- Developed mobile tithing for increased ease and accessibility, driving community donations up by 120%.

Pharmacy Technician | ACME Pharmacy

Feb 2020 - Present

- Collaborate with pharmacy staff to streamline work process and optimize efficiency.
- Provide solutions related to dosage conflicts, insurance issues, and filling requests, improving customers' experience and retention.
- As part of a personal project, created design concept, user stories, task flow, sketches, wireframes, and prototype of a pharmacy app feature to enhance communication between pharmacy and patients, available in my portfolio called *Track My Meds*.

DPT Clinical Rotation

Aug 2017 - May 2018

- Cross-functionally collaborated with medical teams to deliver quality patient care, utilizing quantitative data and qualitative feedback.
- Implemented strategic and patient-centered approach in the design of treatment plans to enhance patient motivation and experience, leading to 100% adherence rate.
- Conducted patient interviews and evaluation to identify and understand patients' needs, goals, and motivations.

EDUCATION

CareerFoundry
Certification, UX Design

2020-2021

Rutgers University
DPT, Doctor of Physical Therapy

2015-2018

Rochester Institute of Technology
B.S., Biomedical Sciences

2008-2013

- Minors: Mechanical Engineering, Exercise Science, Chinese

UX SKILLS

Wireframing
Prototyping
User Research
User Interviews
Personas
Journey Mapping
Usability Testing
A/B Testing
Android/iOS Design
Design Documentation
Agile Methodology

TECHNICAL SKILLS

Figma
Adobe XD
Sketch
HTML/CSS
Balsamiq
Lightroom
Photoshop
OmniGraffle
After Effects
Video Production
Video Editing

AWARDS

2018 Service of
Excellence Award for
hours of outstanding
community services