

UX Related Skills

- Portfolio My portfolio showcases interaction design, research projects, and related experience: <http://inhll.info>
- Communication I am a clear, concise writer and am used to collaborative work with interdisciplinary teams, both local and remote.
- CSS/HTML & Code I am fluent in HTML, CSS and comfortable prototyping in Bootstrap and Foundation. I know some JS and love learning.
- Applications I'm fluent in Adobe Creative Suite, MS Office, Google Docs, Basecamp, Axure RP, Morae, Silverback, and many more.
- Sketching & Drawing I sketch my ideas on paper to help solve problems creatively and clearly explain my ideas.

Work Experience

Sr. Associate Interaction Designer at Manifest Digital Aug. 2014 - Present

I solve meaningful problems by applying interaction design and user experience principles. My focus is on crafting award-winning enterprise insurance mobile experiences which help customers accomplish their goals quickly and efficiently. I do this by developing process flows to understand the ecosystem, detailed wireframe iterations, and by working closely with QC and development teams.

Sr. Instructional Technology Consultant at DePaul University Jan. 2013 - July 2014

I provide course development and support on instructional tools for the nationally ranked College of Computing and Digital Media (CDM). My primary focus is planning for and facilitating the transition of 200+ CDM faculty from the home-grown learning management system to Desire2Learn with outreach, workshops, training, and documentation. In addition to providing primary support for CDM, I assist other ITCs on my team in supporting their faculty through my comprehensive system knowledge and Supervisory Administrator role in D2L.

Instructional Technology Consultant at DePaul University Sept. 2011 - Jan. 2013

In this role, I provided course development support to Senior Instructional Technology Consultants and departments in the College of Liberal Arts and Social Sciences. I also offered technical training and support for faculty by developing, maintaining, and delivering trainings and related materials. I led and supported the migration of documentation to a wiki, documented internal processes,

responded to and submitted vendor tickets, and held a Supervisory Administrator role in D2L.

Enterprise Systems Administrator at DePaul University July 2007 - Sept. 2011

I provided internal and customer-facing application support within 24 hours in an environment of 24,000+ users, daily application administration of Blackboard versions 6, 7, and 8 including patching, Building Block installation, and daily system maintenance; I also assisted with Wimba, TurnItIn, Mailman, and Streaming Media administrative tasks. I led the migration of existing DePaul course materials from Blackboard to Desire2Learn.

Web Designer; Training & Support at SpringCM Sept. 2006 - June 2007

My primary role involved the creation of marketing materials for the company website, development of visual web assets, web code-base, and deploying code to production, in addition to developing training, print materials, email newsletters and other collateral. I also maintained the UNIX web development environment.

Crew Member and Manager at Trader Joe's Aug. 2004 - Sept. 2006

Managed and trained a crew of 100+ employees while working with customers and performed various administrative tasks including but not limited to: ordering product, coaching other managers and crew members in best practices, accounting and financial administration, and opening/closing facilities for the busiest Trader Joe's store in the Midwestern United States (#688).

Education

MS in Human-Computer Interaction
DePaul University
Expected Summer 2015

Studying HCI/UX taught me the importance of air-tight research when observing complex interactions to determine the best way to meet the goals of product users and stakeholders.

BA in Geography, GIS concentration
DePaul University
Aug. 2000 - July 2004

Studying globalization and urbanization taught me the importance of observing complex systems and effectively communicating the big picture to incentivize action.