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| **SUMMARY:** **PROFESSIONAL EXPERIENCE:****EDUCATION:****AWARDS:****LANGUAGE SKILLS:** | I’m a UX designer, team leader and entrepreneur with 10 years experience, including 5 years hacking bureaucracy to design data systems in a large, mission-driven organization. I re-entered academia in 2015, teaching design as a Fulbrighter and honing UX theory, data science and policy skills at the Harvard Graduate School of Design, MIT Media Lab and Kennedy School of Government.  **Director of User Experience & Employee #1, Outvote.io**  Cambridge, MA  08/2017 - Present, Full-time  *Outvote is a 5-employee startup with 10 enterprise clients demonstrating the value and scalability of peer-to-peer campaigning using SMS and AI*   * Founded civic tech startup COMM!T, acquired by OutVote.io in 2017 * Directing an agile team of 5 freelance designers, coders and researchers, conducting user research, committing front and back-end code, building and presenting pitch decks to investors, designing sales and product demo strategies   **UX Design Consultant, MA Dept. Human Services, MIT, City of Boston**  Cambridge, MA  08/2014 - Present, Full-time, Part-time and Contract  *UX design and research management for government and university clients*   * City of Boston: Currently consulting as a UX manager under Nick Sinai at Kennedy School of Government on a redesign of Boston’s FOIA request experience. I work closely with the product manager to delegate user research and prototype design tasks across our team of 5 researchers, designers, devs and policy analysts. * MIT Community Innovators Lab: Led a team of 12 researchers, designers and developers. Conducted field and remote user research on 1,200 grassroots democratic organizing groups across the country. Designed, developed and deployed (4 week sprint) a collaborative mapping tool to help related groups discover each other and connect. * MA Dept. Human Services: In collaboration with GoInvo, consulted on the web redesign of the MA SNAP application, designing user-testing schemes for use with applicant-advocacy organizations.   **Fulbright Fellow and Design Lecturer, US State Department**  Budapest, HU  07/2015 - 08/2016, Full-time  *Lecturer and researcher in design, public policy and civic engagement at the Center for Media, Data and Society at Central European University*   * Founded OpenLab Public Design Lab, a space for coaching and mentoring city service prototyping in collaboration with FabLab Budapest, Central European University and Milestone Academy   **Senior UX and Product Manager, SEIU**  Portland, OR and Denver, CO  09-2009 - 07-2014, Full-time  *Built a user-centered design and engineering team from the ground up, replaced 20-plus-yr-old software products handling all critical financial and constituent data for 10% net revenue gain*   * Built a user-centered design and engineering team from the ground up (2-5 people, depending on project phase), conducted user research, specified feature and interface design, managed modular product roll-out * Performed both UX and product management roles for core data system build, ultimately delivering an on-time (18 mo.), on-budget (65k) software product handling all critical financial and constituent data, 5M in revenue, facing 20 internal users and 50 internal and external business partners, increasing net revenue by 10% while decreasing member dues billing complaints by 90% * Bootstrapped from original analyst position into ownership of data product strategy, both procurement and in-house design and development * Brought an organization with 20-yr-old legacy data systems into the 21st century * Performed full-spec build/buy design review, evaluated commercial vendor demos * Quickly reduced billing error-rate from ~20% to <5% and recouped over 5% net revenue (first 90 days) through iterative, user-outcome-focused process redesign * Reduced call center volume by 50% in first 90 days and 90% over entire tenure * Cultivated advocates for systemic change among leadership, including evangelizing agile development and modular contracting * Deployed in-house systems built for other locals as a consultant * Hired and trained staff to carry on user-focus and agile methods after my departure   **Master of Design Studies in Technology, Harvard Graduate School of Design**  Cambridge, MA  Enrolled 08/2016, Diploma Expected 05/2018  *A two-year post-professional masters program with cross-enrollment in MIT Media Lab, Harvard School of Engineering Arts and Sciences and Kennedy School of Government*  **B.S. Computer Science, Depaul University**  Chicago, IL  Enrolled 08/2001, Diploma Received 05/2005  *B.S. in Computer Science with a focus on computational geometry*  Fulbright Fellowship 2015-2016, Budapest, Hungary  Columbia U. GSAPP End of Year Show, 2015  Spanish, intermediate speaking and writing, advanced reading  Hungarian, Novice speaking, reading and writing |