

Portfolio: ...

About Me: <https://docs.google.com/presentation/d/1n3XsWx9sv5uBF0zD4geQyjV9z-E8b2y2jIma12w8zt0/edit?usp=sharing>

Summary:

- Junior User Researcher, UX Designer, Product Designer
 - Working in teams and independently to create case studies for UX/UI Bootcamp
 - My highlighted case studies include: Bloomington Public Schools redesign, To Write Love on Her Arms redesign
- Main Transferable Skills
 - Adaptable, Creative, Empathetic, Collaborative
- Related Experience
 - Customer Service: Delivery Driver, Front Desk Associate of Hotel, Assistant Manager of Restaurant, Restaurant Team Member, Event Coordinator, Barista
 - Sales/Soliciting: Canvasser, Event Coordinator
 - Psychology: One year of Cognitive Science education
 - Mentorship: Assistant Manager, Tutor
 - Leadership/Management: Independently Contracted Delivery Driver, Assistant Manager, Independently Contracted Tutor
- Education, Training, and Certifications
 - University of Minnesota Bootcamp (2022-2023)
 - UX Design
 - UI Design
 - University of California, San Diego (2015-2017)
 - Cognitive Science Major
 - Some college credit completed
- Accomplishments, recognitions, or awards
 - Valedictorian of the New Haven School graduating class of 2014

Skills:

- Interaction: Low-, Mid-, and High-Fidelity Prototyping, Smart Animations
- Visual: Gestalt Laws, Patterns, Elements, Styles, Brand Identities
- Software: Google Suite, Miro, Figma, VS Code, Github
- Coding: HTML, CSS, Javascript
- UX Methods: User Personas, User Interviews and Testing, Affinity Diagrams, User Scenarios, Storyboards, Feature Prioritization, Competitor Analysis, Problem Statement, User Insight, Heuristic Evaluation, Sitemaps, Style Tiles, Low-Fi to High-Fi Prototypes, and more!
- Languages: English
- Tools: Github, VS Code, Google Suite, Miro, Figma, Invision, Paper & Pencil
- Hands-on Practice

Projects:

- Bloomington Public Schools Site Redesign: Helping parents and students have a more pleasant experience accessing information about their schools
 - Tech Used: Miro, Figma, Zoom, Google Suite
 - Case Study: <https://docs.google.com/presentation/d/1dU5a6XN3Ay2hGy1Cjx6FKhF06RocsziEEeQKz06vcCY/edit?usp=sharing>
- To Write Love On Her Arms Redesign: Helping people struggling with mental health issues have a more pleasant experience accessing information about mental healthcare resources
 - Tech Used: Miro, Figma, Zoom, Google Suite
 - Case Study: https://docs.google.com/presentation/d/1TZ1a7ygGe_ZI2J7hKgBVuKGqYsq_dihODzzHSxcal2s/edit?usp=sharing

Work Experience:

- Doordash/Uber Eats/Grubhub (11/21-9/22)
 - Independently contracted as a Delivery Driver
 - Located in the Twin Cities Area, MN
 - Accepted responsibilities including:
 - Verifying that orders are profitable for me before accepting offers
 - Working with restaurant employees (and other storefront employees) in order to receive orders
 - Checking the quality of the order to assure it contains the correct items
 - Delivering food to the customer
 - Maintaining my vehicle to these sites' standards
 - Empathizing with the customer to assure quality service
 - Awarded and Recognized for:
 - Being a Top Dasher for Doordash
 - Qualifying for Doordash's Catering Program
 - Being rated highly by customers:
 - Doordash: 4.98 Stars
 - Uber Eats: 96% Satisfaction Rate
- Domino's (3/20-6/21)
 - Employed as an Assistant Manager
 - Located in Bloomington, MN
 - Accepted responsibilities including:
 - Managing a team of roughly 2-10 Delivery Drivers and Customer Service Representatives
 - Taking orders and solving problems with customers over the phone and in person
 - Preparing food for customers on a make line
 - Quality checking orders
 - Taking inventory
 - Completing digital paperwork daily
 - Cleaning the restaurant after closing time
 - Empathizing with the customer to assure quality service
 - Awarded and Recognized for:
 - Being promoted from a Customer Service Representative to an Assistant Manager after 6 months of employment
 - Completing training courses in hospitality and delivery best practices