

design & develop

product skills

- ▶ Comprehensive, analytical product strategy and user experience direction.
- ▶ Agile product planning and delivery via Confluence, Jira, and Pivotal Tracker.
- ▶ Conducting user research from initial discovery to implementation.
- ▶ Behavioral analysis and insight generation with SQL and Oracle.
- ▶ Delivering interactive design assets and documentation via Sketch, InVision, Zeplin, and Figma.

technical aptitude

- ▶ Modern web development with HTML5, CSS3, PHP, and Jekyll.
- ▶ Utilizing JavaScript and JQuery for fundamental front-end logic and object manipulation.
- ▶ Traditional object-oriented programming for mobile and desktop platforms with Java, Processing, C#, and Objective-C.

competitive awards

- ▶ Adobe Design Achievement Awards, NEXT 2015, Semifinalist
- ▶ Graphis Design Annual, NEXT 2015, Silver Award
- ▶ HOW International Design Awards, NEXT 2015, Merit Award
- ▶ University & College Designers Association, NEXT 2015, Award of Excellence

Allstate, Product Manager, Chat

NOVEMBER 2019–PRESENT :: REMOTE

- ▶ Enhanced Allstate's first customer-facing chatbot through user research, feature prioritization, and technology stewardship. Released new payment processing, document retrieval, and self-guidance capabilities.
- ▶ Developed and executed plans that ranged from year-long, executive roadmaps to granular, day-to-day backlogs. Communicated our customer service vision to senior managers, peers, and individual contributors.
- ▶ Collaborated across five time zones, three countries, and six business units.

Allstate, Product Designer, Roadside Services

JULY 2018–NOVEMBER 2019 :: CHICAGO, IL

- ▶ Used human-centered design techniques to foster cross-product communication, ideation, and collaboration. Built a culture of trust and camaraderie within my assigned product.
- ▶ Worked with call center agents, developers, and stakeholders to improve the Omni dispatching application and save \$3.25 million for Allstate Roadside Services in 2018.

Allstate, Innovation Product Designer

NOVEMBER 2017–JULY 2018 :: CHICAGO, IL

- ▶ Developed industry-first breach monitoring and identity protection features to provide market differentiation for Allstate's business lines.
- ▶ Conducted story-planning exercises to inform roadmap- and sprint-related decisions. After design completion, created user stories and technical issues for the front-end team.
- ▶ Participated in dozens of user research sessions to validate concepts, interaction models, and emotional responses. Rapidly incorporated feedback into shipped product.

Catalytic, Interaction Designer

MARCH 2017–AUGUST 2017 :: CHICAGO, IL

- ▶ As the designated UI-major, UX-minor designer in our pod (colleagues included a UX-major, UI-minor designer, service designer, and VP of Product), crafted a scalable component library for the company's workflow management software, Pushbot.
- ▶ Wrote extensive briefs to document designs in preparation for developer implementation. Created a design backlog and performed QA testing at multiple stages.
- ▶ Developed and managed two tracks of work: (1) a visionary end-goal, and (2) a steady stream of improvements to increasingly align the app's pre-existing state with that of the vision.

Learnmetrics, Senior Designer

SEPTEMBER 2016–MARCH 2017 :: CHICAGO, IL

- ▶ Individually led an organization-wide rebranding that consisted of value assessments and exercises, market research, ideation, weekly presentations, and final wordmark preparation. Translated an obtuse set of traits into a cohesive and communicative identity.
- ▶ Collaboratively managed a pre-existing, external contract for website redevelopment and design. Provided relevant assets, stylistic cues, and art direction to the vendor.
- ▶ Overhauled supporting materials such as the company's pitch deck and business cards. Laid out a roadmap for product design best practices and future design sprints.

The George Washington University, BFA Graphic Design

MAY 2016 :: WASHINGTON, DC

- ▶ Graduated *summa cum laude* (3.98 GPA) from the Corcoran School of the Arts & Design.
- ▶ Honors included: Dean's List, Outstanding Academic Achievement Award, Senior Thesis Writing Award, Hubert Leckie Memorial Award for Typography.