## Education

**Boise State University**

**BA:** English with Writing Rhetoric and Technical Communication Emphasis

**Minor**: Applied Data Science

**Certificate**: User Experience Design

**GPA:** 3.783 (on 4.0 scale)

**Courses:**

ENGL 416 User Centered Design Principles: design principles and user research

COID 350 UX Design Foundations: product development process with user-centered approach

COID 351 Introduction to Human-Computer Interaction: create interactive prototypes in Figma using components, auto layout, and styles

## Professional Experience

*Sept. 18, 2023-Current*

**Voter Outreach Specialist**

Scrap Shop, Boise, ID

* Collected and analyzed voter feedback to inform data-driven decision making for campaign strategies
* Partnered with leadership teams to improve messaging, demonstrating strong communication and stakeholder engagement skills

*Jan. 11, 2024-May 3, 2024*

**Accessibility Consultant Intern**

Boise State University Writing Department, Boise, ID

* Advised university staff on digital accessibility best practices using WCAG AA standards
* Designed and implemented solutions to improve the usability of online learning resources, ensuring inclusivity

*Jan. 16, 2023-May 5, 2023*

**Digital/Customer Experience Intern**

Blue Cross of Idaho, Boise, ID

* Conducted user research and data analysis to identify challenges in the customer login process, improving user satisfaction
* Applied design thinking methodology to enhance the user journey and learning experience of new users
* Collaborated cross-functionally with UX, development, and leadership teams to align business goals with user need

*Oct. 31, 2022-Mar. 8, 2023*

**Custodian**

Boise State University Facilities Operation and Maintenance, Boise, ID

* Worked as part of a team that cleaned entry ways and bathrooms to maximize the student and professor experience, required to be attentive, adaptable, and detail oriented

Skills

Design Thinking **•** Accessible Design **•** Data Analysis **•** Figma **•** UI

## Organizations

Idaho Young Democrats at Boise State President **•** Idaho District 18 Precinct Captain **•** Idaho Young Democrats Development Chair