Nicole A. Megalo

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SUMMARY

Experienced professional with a diverse skill set and interdisciplinary background in the public sector. Proven track record of working across multiple teams and countries to identify problems, analyze and synthesize data, develop solutions, collaborate with stakeholders, and meet deadlines. Leveraging strong organizational skills and attention to detail, coupled with proficiency in UX skills such as research, user flows, wireframing, and prototyping, to transition to a career in UX/UI design.

SKILLS & TOOLS

Design
User Research - Competitive Analysis - User Testing
Journey Mapping - Information Architecture - Wireframing
Prototyping - Data Analysis - Data Visualization

Software
Google Workspace - Figma - Sketch - Adobe XD - Marvel
Miro - HTML - CSS - Javascript - VS Code - GitHub
Tableau

EXPERIENCE

CareerFoundry — Online
Student, UX Design — March 2022 - Jan 2023

Utilized the design thinking process to research, design, evaluate, and iterate to complete two projects. Created a high-fidelity prototype of a responsive web app that connects parents and caregivers with pediatric nutrition experts. Developed a low-fidelity prototype for a mobile app to empower people to learn new vocabulary.

- Conducted user research, analyzed interview data, and developed user personas and journey maps
- Established the information architecture and optimized the sitemap using card sorting
- Performed usability tests, identified and classified severity of errors, prioritized changes for the next iteration
- Implemented a style guide and design language system to create a high-fidelity prototype
- Produced interactive prototypes with Figma

Drug Enforcement Administration — Rochester, NY
Intelligence Analyst (contractor) — July 2018 - March 2022

Enhanced Rochester Regional Offices' knowledge and ability to utilize open-source intelligence and messaging app data to identify targets and activities of drug trafficking organizations. Increased understanding and analysis of these communication methods led to more arrests and larger seizures of drugs and other assets.

- Collected intelligence to identify target patterns, including methods of travel and distribution, connectivity with ongoing investigations locally, regionally, and nationwide
- Utilized financial data collection and analytics to identify assets to be seized
- Reported annually on trends in trafficking in the Rochester, NY area
- Conduct pattern analysis to track activities and communications of targets
- Deliver intelligence findings to internal and external stakeholders

Office of Inspector General, U.S. Agency for International Development — Washington, D.C.
Investigative Analyst (contractor) — July 2015 - March 2018

Identified potential fraud in overseas road infrastructure programs. Furthered the investigation through witness interviews, translation and analysis of contracts, and arranging the collection and testing of road materials, resulting in a multi-country investigation into infrastructure programs.

- Managed the USAID OIG hotline for the reporting of fraud allegations concerning the Millennium Challenge Corporation (MCC)
- Quantified investigative outcomes by creating an Excel database to track fraud allegations, investigative actions, and investigative outcomes
- Delivered Fraud Awareness Briefings in the U.S. and Ghana
- Coordinated investigations with internal and external stakeholders

U.S. Agency for International Development (USAID) Washington, D.C.
Mobile Solutions Operations Advisor (contractor) Sept 2013 - Feb 2014

Co-managed the innovative Mobile Solutions Technical Assistance and Research (mSTAR) cooperative agreement, which fostered adoption and scale-up of the use of mobile and digital technologies in USAID programming.

- Coordinated mSTAR activities across the globe, including activities in Washington, D.C., Bangladesh, and Afghanistan
- Drafted, solicited feedback, and finalized Activity Approval Documents authorizing a $13 million budget for USAID Mobile Solutions programs
- Responsible for the annual Performance Plan Report, which influences USAID's Congressional Budget Justification

U.S. Agency for International Development (USAID) Washington, D.C.
Program Specialist (contractor) March 2010 - Sept 2013

Coordinated the creation and implementation of Mobile Money Afghanistan. Presented research findings and justification for the program to internal and external stakeholders, designed the Mobile Money Newsletter, and developed program policies and guidelines. The pilot study resulted in police officers receiving their full salary for the first time, decreased skimming and corruption, and laid groundwork for a stable and secure mobile money system.

- Drafted oral and written remarks, presentations, blogs, and other communications
- Delivered Innovation Training in the U.S., Amman, Jordan, and Dhaka, Bangladesh
- Launched the first USAID Afghanistan New Employee Handbook and led bi-weekly orientation for all USAID personnel deploying to Afghanistan

EDUCATION

CareerFoundry 2023
Certificate - UX Design with Frontend Web Development specialization

The George Washington University | Elliott School of International Affairs 2015
Master of Arts - International Affairs

Montana State University, Billings 2009
Bachelor of Science - Political Science